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5.	Eviction notice (if appropriate)	3/25/2011
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42.	Updated Form 4920 (if appropriate)	9/6/2011

Item No.	Description	Date Entered into Record
43.	Certification of record	9/6/2011
44.	Log of Post Office discontinuance actions	11/18/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	9/19/2011
46.	Headquarters' acknowledgment of receipt of record	9/22/2011
47.	Final determination from Headquarters	10/24/2011
48.	Instruction letter to postmaster/OIC on posting	11/23/2011
49.	Round-date stamped final determination cover sheets	
50.	<i>Postal Bulletin</i> Post Office Change Announcement form	
51.	Final Determination instruction letter from headquarters	10/24/2011
52.	Appeal letter (if appropriate)/No appeal letter	
53.	Public notice postings on appeal (if appropriate)	
54.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
55.	Vice President, delivery and retail, instruction letter	
56.	Letter to customers	
57.	Notification to local Address Management Systems (AMS) to update AMS database	
58.	Announcement in <i>Postal Bulletin</i>	



03/22/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 1A-05 congressional district.

Post Office Name: ALVORD
Zip+4 Code: 51230-7707
EAS Level: 11
Finance Number: 180243
County: Lyon

Proposed Admin Office: ROCK RAPIDS PO
ADMIN Miles Away: 12.0
Near Office Name: DOON PO
Near Miles Away: 9.0

Number of Customers:
Post Office Box: 93
General Delivery: 0
Rural Route (RR): 0
Highway Contract Route (HCR): 0
Intermediate RR: 89
Intermediate HCR: 0
City Delivery: 0
Total Customers: 182

ZIP Code Change: Yes ☐ NO ☒ ZIP Code

The above office became vacant when the postmaster retired on 02/03/2010.

Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

KENT GOCHENOUR
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

03/22/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1352604

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: ALVORD State: IA Zip Code: 51230
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Lyon
EAS Grade: T1 Finance Number: 180243
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: ALVORD State: IA Zip Code: 51230
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Lyon
EAS Grade: 11 Finance Number: 180243
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502



COCKET NO 1353704-51230
 TEL NO 4
 PAGE 1

Post Office™ Locations

[PRINT](#) | [BACK](#)

Post Office™ Locations near 51230



1 Post Office™
 Location -
 ALVORD
 217 N MAIN ST
 ALVORD, IA 51230-
 7707
 (800) ASK-USPS
 (800) 275-8777
 (712) 473-2260

1.7 mi

Business Hours
 Mon-Fri
 7:30am-11:30am
 12:30pm-4:15pm
 Sat
 9:00am-10:45am
 Sun
 closed

Services
 PO Boxes Online

Service hours may vary. Please
 check link for business hours.

2 Post Office™
 Location - LESTER
 311 MAIN ST
 LESTER, IA 51242-
 7700
 (800) ASK-USPS
 (800) 275-8777
 (712) 478-4321

5.3 mi

Business Hours
 Mon-Fri
 7:30am-11:30am
 12:30pm-4:15pm
 Sat
 8:45am-8:30am
 Sun
 closed

Services
 PO Boxes Online

Service hours may vary. Please
 check link for business hours.

3 Post Office™
 Location -
 INWOOD
 201 S MAIN ST
 INWOOD, IA 51240-
 7807
 (800) ASK-USPS
 (800) 275-8777
 (712) 753-4400

6.6 mi

Business Hours
 Mon-Fri
 7:30am-11:30am
 12:30pm-4:00pm
 Sat
 9:30am-11:00am
 Sun
 closed

Services
 PO Boxes Online

Service hours may vary. Please
 check link for business hours.

4 Post Office™
 Location - DOON

Business Hours
 Mon-Fri

Services
 PO Boxes Online

223 MAIN ST
DOON, IA 51235-7710
(800) ASK-USPS
(800) 275-8777
(712) 726-3485

7.2 mi

7:30am-11:30am
12:30pm-4:15pm
Sat
7:30am-9:45am
9:45am-9:45am
Sun
closed

Service hours may vary. Please
check link for business hours.

ET NO 1352904-51230
NO 4
2

5 Post Office™
Location -
LARCHWOOD
935 BROADWAY ST
LARCHWOOD, IA
51241-7766
(800) ASK-USPS
(800) 275-8777
(712) 477-2323

8.2 mi

Business Hours
Mon-Fri
8:15am-12:00pm
1:30pm-4:15pm
Sat
8:30am-9:30am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

Post Office™ Locations near 51230

By City

ALVORD LESTER INWOOD DOON LARCHWOOD

By ZIP Code

51242 51240 51235 51241 51246 51247 56173 56138 57027 57013
51239 51237 57068 57034 56116 56129 57032 51234 57005 57110

People and Business Search Find people and businesses at WhitePages.com

People Search

Search for a person and
perform a reverse lookup
on phone numbers and
addresses.

Business Search

Search for a business by name or
category nationwide.

Reverse Phone Number

See who is calling you.



Eviction Notice

A. Office

Name: ALVORD State: IA Zip Code: 51230
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Lyon
EAS Grade: 11 Finance Number: 180243
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

There was no eviction notice for this office.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 398-2902

Date: 03/26/2011
Fax No: (319)
389-5502



Building Inspection Report

A. Office

Name: ALVORD State: IA Zip Code: 51230
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Lyon
EAS Grade: 11 Finance Number: 180243
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPD: ☐

- There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502

PROJECT NO 1352904 51230
11 NO 7
PAGE 1



Front of the Post Office



Back of the Post Office



Looking North from the Post Office



Looking South from the Post Office



Looking South from across street from PO



Looking North from across street from PO

ETNO 1752904-51230
NO 7
2



Front of Post Office



Knobloch Automated Machine



Vander Brink Trucking



Vender Brink Design



City Park from the street



Alvord Fire and Rescue

NET NO 1352904-51730
NO 1
DATE 3



Alvord City Office



Boer Insurance



Lyon County Shop



American State Bank



Railside Cafe



Alvord Food Stop (rear of Café)

SET NO 1352904-51730
NO 7
4



Direct Liquor – back of café



Alvord Car Wash



Trackside Service and Repair



Lighthouse gas pump



Entrance into town from the North



Alvord Storage

LET NO 1352-704-61730
NO 2
E 3



Alvord Community Center/Town hall



Alvord Gun Club



City Park Ball Diamonds



City Park - new shelter house from inside park



Farmer's Elevator



Leloux Trucking

ETNC 1352904-51230
NO 7
6



Rose Photography – opening soon



Entering town from the West



Christ Lutheran Church



Destiny Youth Ranch



Development plots on the Southeast side of town



Boer and Attema Trucking

ETNC
NO
=

1352904-51730

7



Meyer Construction



Entering town from the South



Destiny Youth Ranch House



Nagel Construction

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code ALVORD, IA 51230		Postmaster's Signature FQ2YR0	Date 03/25/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52408		District Manager's Signature Gail Duba	Date 03/25/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1. Current Office Level			11
2. Finance Number	(1-6)		180243
3. General Delivery Families Served	(7-9)		0
4. Post Office Boxes/Call Boxes Rented	(10-15)		97
5. Possible City Deliveries	(16-20)		0
6. Administrative Rural Boxes Served	(21-25)		0
7. Intermediate Rural Boxes Served	(26-30)		89
8. Administrative Responsibility from Intermediate Rural Boxes for Other Offices	(31-35)		0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)		0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)		0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)		0
12. Number of Carrier Stations/Branches	(48-49)		0
13. Number of Finance Stations/Branches	(50-51)		0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)		0
15a. Does Office Experience A Seasonal Workload? (box one "Y" if yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)		N
15b. Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)		0
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)		N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)		N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)		N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)		N
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)		Y
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)		N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)		N
23. Is Postmaster Lessor for Government Owned Building?	(64)		N
24. Does Office Have MPLSM/SPLSM?	(65)		N
25. Does Office Distribute Food Stamps?	(66)		N

PS Form 150, Postmaster Workload Information

Docket 1352904
 Page Nbr 8a

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	97	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	89	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and canceling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: ALVORD
 Office Zip+4: 51230-7707 District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	93	X 1.0	=	93
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	89	X 0.7	=	62
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				155

Revenue WSCs

First	25 revenue units:	1.00	X	25 units	=	25.00
Next	275 revenue units:	0.50	X	25 units	=	13.00
Next	700 revenue units:	0.25	X	0 units	=	0.00
Next	5000 revenue units:	0.10	X	0 units	=	0.00
	Balance of revenue units:	0.01	X	0 units	=	0.00
Total revenue WSCs						38.00

Activity WSCs 155 + Revenue WSCs = 38.00 Base WSCs 193.00 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN S LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

03/25/2011

Title

Date



03/25/2011

OIC/POSTMASTER

SUBJECT: ALVORD Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to ALVORD customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the ALVORD Post Office for a 2-week period. The surveys should begin 03/26/2011 and end on 04/08/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 04/09/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact KAREN LENANE, Post Office Review Coordinator, at (319) 399-2902.

KAREN LENANE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1352904

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1352904

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1352904

Window Transaction Survey									
PO Name: <u>ALVORD</u>	<u>ZIP+4</u>	<u>51230 - 7707</u>	Completed By: <u>FQ2YRD</u>						
Survey Period: <u>03/26/2011</u>	<u>through</u>		<u>04/08/2011</u>						
Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record, PS Form 2007-B, Window Transaction Conversion, and PS Form 2007-C, Window Transaction Survey. Use hash marks (////) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.									
Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D. (1.989)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)	
Sat - 03/26	3	4	0	0	0	0	0	2	
Sun - 03/27	0	0	0	0	0	0	0	0	
Mon - 03/28	14	10	0	0	0	0	0	4	
Tue - 03/29	10	2	0	0	1	2	0	4	
Wed - 03/30	12	5	0	0	0	0	1	3	
Thu - 03/31	13	4	0	0	0	1	0	4	
Fri - 04/01	11	5	0	0	0	1	2	2	
Sat - 04/02	2	0	0	0	0	0	0	3	
Sun - 04/03	0	0	0	0	0	0	0	0	
Mon - 04/04	8	0	0	0	0	0	0	5	
Tue - 04/05	20	8	0	0	0	0	2	4	
Wed - 04/06	7	4	0	0	0	0	0	4	
Thu - 04/07	10	3	0	0	0	0	0	4	
Fri - 04/08	12	4	0	0	0	0	1	4	
TOTALS	122	49	0	0	1	4	5	43	
Time Factor	X .777	X 1.083	X 1.989	X 5.06	X	X 1.792	X 1.787	X 1.188	
Daily Average	7.9	4.4	0.0	0.0	0.2	0.6	0.9	4.3	
Average Number Daily Transactions:		18.8		Average Daily Retail Workload in Minutes:		18.3			

Survey of Incoming Mail

Survey of Incoming Mail
 (Record in Pieces)

Post Office Name and Zip+4: ALVORD 51230 - 7707
 Dates Recorded: 03/26/2011 through 04/08/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/26	620	16	105	328	2	14	0	0
Sun - 03/27	0	0	0	0	0	0	0	0
Mon - 03/28	625	9	145	236	4	19	0	0
Tue - 03/29	462	14	23	153	1	9	0	0
Wed - 03/30	284	4	38	225	2	6	0	0
Thu - 03/31	593	3	33	137	7	9	0	0
Fri - 04/01	617	4	67	65	2	9	0	0
Sat - 04/02	952	7	125	96	4	11	0	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	621	17	145	140	5	14	0	0
Tue - 04/05	752	3	25	212	1	4	0	0
Wed - 04/06	596	10	330	183	3	4	0	0
Thu - 04/07	574	5	148	66	7	9	0	0
Fri - 04/08	499	2	39	249	1	11	0	0
TOTALS	7,195	94	1,223	2,090	39	119	0	0
Daily Average	599.6	7.8	101.9	174.2	3.3	9.9	0.0	0.0

Signature of Person Making Count: FQ2YR0
 Printed Name: FQ2YR0
 Date: 04/08/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4: ALVORD 51230 - 7707

Dates Recorded: 03/26/2011 through 04/08/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/26	45	0	4	0	2	1	2	0
Sun - 03/27	0	0	0	0	0	0	0	0
Mon - 03/28	158	0	15	0	2	6	1	0
Tue - 03/29	74	0	8	0	0	0	2	0
Wed - 03/30	238	0	5	0	0	3	1	0
Thu - 03/31	160	0	28	0	1	0	1	0
Fri - 04/01	361	0	15	0	1	3	1	0
Sat - 04/02	20	0	1	0	0	0	1	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	413	0	5	0	0	0	1	0
Tue - 04/05	338	0	3	0	6	4	1	0
Wed - 04/06	290	0	3	0	2	1	1	0
Thu - 04/07	340	0	7	0	0	0	1	0
Fri - 04/08	214	0	8	0	1	1	1	0
TOTALS	2,651	0	102	0	15	19	14	0
Daily Average	220.9	0.0	8.5	0.0	1.3	1.6	1.2	0.0

Signature of Person Making Count: FQ2YR0

Printed Name: FQ2YR0

Date: 06/09/11



03/31/2011

OIC/POSTMASTER

SUBJECT: ALVORD Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the ALVORD Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the ALVORD Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 04/14/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>97</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>89</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>186</u>

If you have any comments on alternate means of providing services to the ALVORD customers, please provide them below:

KAREN LENANE
Post Office Review Coordinator

Comments:

Knobloch Automated Machine, 223 Main St. Vander Brink Trucking, 317 Main St. Leloux Trucking, 302 1st St. Boer Insurance, 215 Main St. American State Bank, 212 Main St. Trackside Repair, 201 Main St. Meyer Construction, 607 Seefield St. Nagel Construction, 103 Main st. Farmers elevator, 208 3rd St. Alvord Gun Club, 201 Gun Club Rd. Alvord Fire Dept., 304 Main St. Railside Cafe, 211 Main St. Christ Lutheran Church, 310 1st. St. JKA Parts, 507 2nd St. Destiny Youth Ranch, 408 Seefield St. Rose Photography, 307 3rd St. VanderBrink Design, 317 Main St. Direct Liquor, 211 Main St. Boer Trucking, 402 2nd St Attema Trucking, 407 Seefield St.

cc: Official Record



03/28/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the ALVORD Post Office, 51230 - 7707, located in Lyon County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 2

Comments/Findings:

cc: Official Record

04/01/2011

Blythe Bloemendaal, Lyon County Sheriff
410 S Boone St.
Rock Rapids, IA 51246

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the ALVORD Post Office, 51230 - 7707, located in Lyon County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter



KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ____

Comments/Findings:

On 5/18/09 - Several juveniles entered the lobby
of the post office and did gain entry to some of the
mail boxes.

cc: Official Record



Post Office Survey Sheet

Post Office Name	<u>ALVORD</u>	ZIP+4	<u>51230-7707</u>
Congressional District	<u>1A-05</u>	Date	<u>08/29/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.
NA Management initiated
2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No
3. Lease terms? 30-day cancellation clause? Expires 1/31/2014, 30 day termination clause
4. Are suitable alternate quarters available for an independent Post Office? If so, where?
NA Management initiated
5. List potential CPO sites.
NA Management initiated
6. Are there any postage meter customers or permit mailers? ☒ Yes ☐ No
 If yes, please identify them by name and address.
American State Bank - PO Box 116
7. Which career and non-career employees will be affected and what accommodations will be made for them?
1 PMR who will be reassigned or terminated
8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?
Star route truck delivers mail at 7:30 and picks up at 16:00

How many Post Office boxes are installed?	<u>107</u>
How many Post Office boxes are used?	<u>97</u>
What are the window service hours?	<u>07:30 - 11:30 12:30 - 16:15 M-F</u>
	<u>09:00 - 10:45 S</u>
What are the lobby hours?	<u>24 hours M-F</u>
	<u>24 hours S</u>
9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
minimal - 2 reports of mail theft or vandalism reported by Postal Inspection

Post Office Survey Sheet (continued)

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?	
	none	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. Empty lot directly across the street from the PO. Community Building - 1 block from PO City Hall - 1/2 block from PO City Park - 1 block from PO	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?	
	none	
13.	Rural delivery/HCR delivery.	
a.	What is current evaluation?	K42
b.	Will this change result in the route being overburdened?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	Make Adjustments as needed
c.	How many boxes and miles will be added to the route?	97, box 0.25 Miles
d.	What would be the additional annual expense if the route is increased?	14253
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	11:30
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If so, how?	Delivery times will be later
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less	
	Rock Rapids is a group 5 and Alford is a group 6.	

Community Survey Sheet

Community Survey Sheet

Post Office Name ALVORD ZIP+4 51230-7707
Congressional District 1A-05 Date 04/12/2011

1. Incorporated?

☒ Yes ☐ No

Local government provided by:

Mayor and Council

Police protection provided by:

Lyon County Sheriff

Fire protection provided by:

Alvord Fire Department

School location:

West Lyon School District

2. What population growth is expected? (Please document your source)

none - facilities planning website - OIC

3. What residential, commercial, or business growth is expected? (Please document your source)

none - facilities planning website - OIC

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

none

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Commuters, retirees, self-employed individuals.

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center)?

6. Do employees of the office offer assistance to senior citizens and handicapped?

What provisions can be made for these services if the Post Office is discontinued?

School bus stop for the school children. Bulletin board use. Residents may continue to meeting informally, socialize, and share information at the other businesses, churches, and residences in town.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: ALVORD

Office Zip+4: 51230 -7707 District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

Rural Route Cost Analysis Form

Docket: 1352904 - 51230

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: ALVORD
Office Zip+4: 51230 -7707 District: HAWKEYE PFC

- | | | | | |
|----|---|------------------|-----------------------|------------------|
| 1. | Enter the number of additional boxes to be added to the rural route | <u>97</u> | | |
| 2. | Enter the number of additional miles to be added to the route | <u>0.25</u> | | |
| | Enter the volume factor | <u>2.83</u> | | |
| | Total (additional boxes x volume factor) | | | <u>274.51</u> |
| 3. | Enter the number of additional boxes to be added to the rural route | <u>97</u> | | |
| | Centralized boxes | <u>0.00</u> | x 1.00 Min | <u>0.00</u> |
| | Regular L route boxes | <u>0.00</u> | x 1.82 Min | <u>0.00</u> |
| | Regular Non-L route boxes | <u>97.00</u> | x 2.00 Min | <u>194.00</u> |
| | Total additional box allowance | | | <u>194.00</u> |
| 4. | Enter the number of additional daily miles to be added to the rural route | <u>0.25</u> | x 12 Mileage Standard | <u>3.00</u> |
| | Total additional minutes per week (miles carried to two decimal places) | | | <u>471.51</u> |
| 5. | Total additional annual minutes (additional minutes per week year) | <u>471.51</u> | x 52 Weeks | <u>24,518.52</u> |
| 6. | Total additional annual hours (additional annual minutes/ 60 minutes per hour) | <u>24,518.52</u> | / 60 Minutes | <u>408.64</u> |
| 7. | Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated) | <u>34.88</u> | | |
| | Total Annual Cost (additional annual hours x rural cost per hour) | | | <u>14,253.43</u> |
| 8. | Enter lock pouch allowance (if applicable) | | | <u>0.00</u> |
| | Total annual cost for alternate service (annual cost minus lock pouch allowance) | | | <u>14,253.43</u> |

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 04/12/2011																								
2. Post Office Name ALVORD		3. State and ZIP + 4 Code IA, 51200-7707																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County Lyon	7. Congressional District IA-05																									
8. Reason for Proposal to Discontinue Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied: <u>continued</u> b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (100/EAS-11) Downgraded from EAS-11 d. No. of Clerks: 0 No. of Carriers: 0 No. of Non-Career: 1 e. No. of Others: 0 No. of Carriers: 0 No. of Non-Career: 0		a. Time M-F 07:30 - 11:30, 12:30 - 18:15 Sat 09:00 - 10:45 b. Lobby Time M-F 24 hours Sat 24 hours Total Window Hours Per Week 38.75																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. F.D. Box 97 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 97 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 18.95		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>607</td> <td>220</td> </tr> <tr> <td>b. Newspaper</td> <td>270</td> <td>8</td> </tr> <tr> <td>c. Parcel</td> <td>13</td> <td>2</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>890</td> <td>231</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	607	220	b. Newspaper	270	8	c. Parcel	13	2	d. Other	0	1	e. Total	890	231	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	607	220																										
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c. Parcel	13	2																										
d. Other	0	1																										
e. Total	890	231																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
15. Finance & FY		Receipts 2008 \$ 20,823 2009 \$ 21,123 2010 \$ 19,504																										
		b. EAS Step 1 PM Basic Salary (no Cost) \$ 33,168 c. PM Fringe Benefits (33.8% of b.) \$ 11,111																										
16a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (Leased Separately Check 911012216) Annual Lease \$ 3600 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Existed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, initial week by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain:																												
17. Schools, Churches and Organization in Service Area No. 3 Alvord Fire Dept, Christ Lutheran Church, Alvord Gun Club		18. Administrative/Enrolling Office (Proposed) Name: ROCK RAPIDS PO EAS Level 18 Miles Away 12.0 Window Service Hours: M-F 08:30-18:30 SAT 08:00-10:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 250																										
18. Businesses in Service Area: No. 16 Knobloch Automated Machine, Vander Brink Trucking, Lehouk Trucking, Beyer Insurance, American State Bank, Traskside Repair, Meyer Construction, Nagel Construction, Farmers elevator, Ralston Cafe, JKA Parts, Diering Youth Ranch, Rock Photography, VanderBrink Design, Direct Liquor, Beyer Trucking, Atlanta Trucking		19. Nearest Post Office (if different from above) Name: DOON PO EAS Level 13 Miles Away 9.0 Window Service Hours: M-F 07:30-18:15 SAT 07:30-09:45 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 30																										
20. Prepared by																												
Printed Name and Title SARA LINDAUER		Signature SARA LINDAUER		Forwarding No. AC 1 (319) 396-2902																								
PO Discontinuance Coordinator Name KAREN LINDAINE		Telephone No. AC 1 (319) 396-2902		Location CEDAR RAPIDS, IOWA																								



A. Office

Name: ALVORD State: IA Zip Code: 51230
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Lyon
EAS Grade: 11 Finance Number: 180243
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/10/2011
Fax No: (319) 399-5502



03/29/11

OIC/POSTMASTER

SUBJECT: ALVORD Post Office

Enclosed are questionnaires addressed to customers of the ALVORD Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 04/14/11 for further review.

A handwritten signature in black ink, appearing to read "Karen Lenane".

Karen Lenane
Post Office Review Coordinator
Enclosures



3/29/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the ALVORD Post Office retired on 02/03/2010. A review of the business activities of the Post Office revealed that the office workload had declined. This reduced workload suggests that the maintenance of an independent office at ALVORD Post Office may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal service, to cluster box units or curbside mailboxes. This service would be performed by a rural route carrier emanating from the Rock Rapids Post Office and would involve closing our operation at the ALVORD Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the ROCK RAPIDS PO, located 12.0 miles away. Hours of service at this office are 8:30 am to 4:30 pm, Monday through Friday, and on Saturday 8:00 to 10:00. Post Office box service is available at this location at decreased fees.

In addition retail services are also available at the DOON PO, located 9.0 miles away. Hours of service at this office are 7:30 am to 11:30 am, 12:30 pm to 4:15 pm Monday through Friday and on Saturday 7:30 am to 9:45 am.

I invite you to think about a possible change to rural carrier delivery. Please return the enclosed questionnaire by 04/14/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Alvord Town Hall on 04/14/2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:
Questionnaire and return envelope
Carrier delivery information CBU information sheet
Summary of Post Office Change Regulations



Docket: 1352904 - 51238

Item Nbr. 21
Page Nbr. 2**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



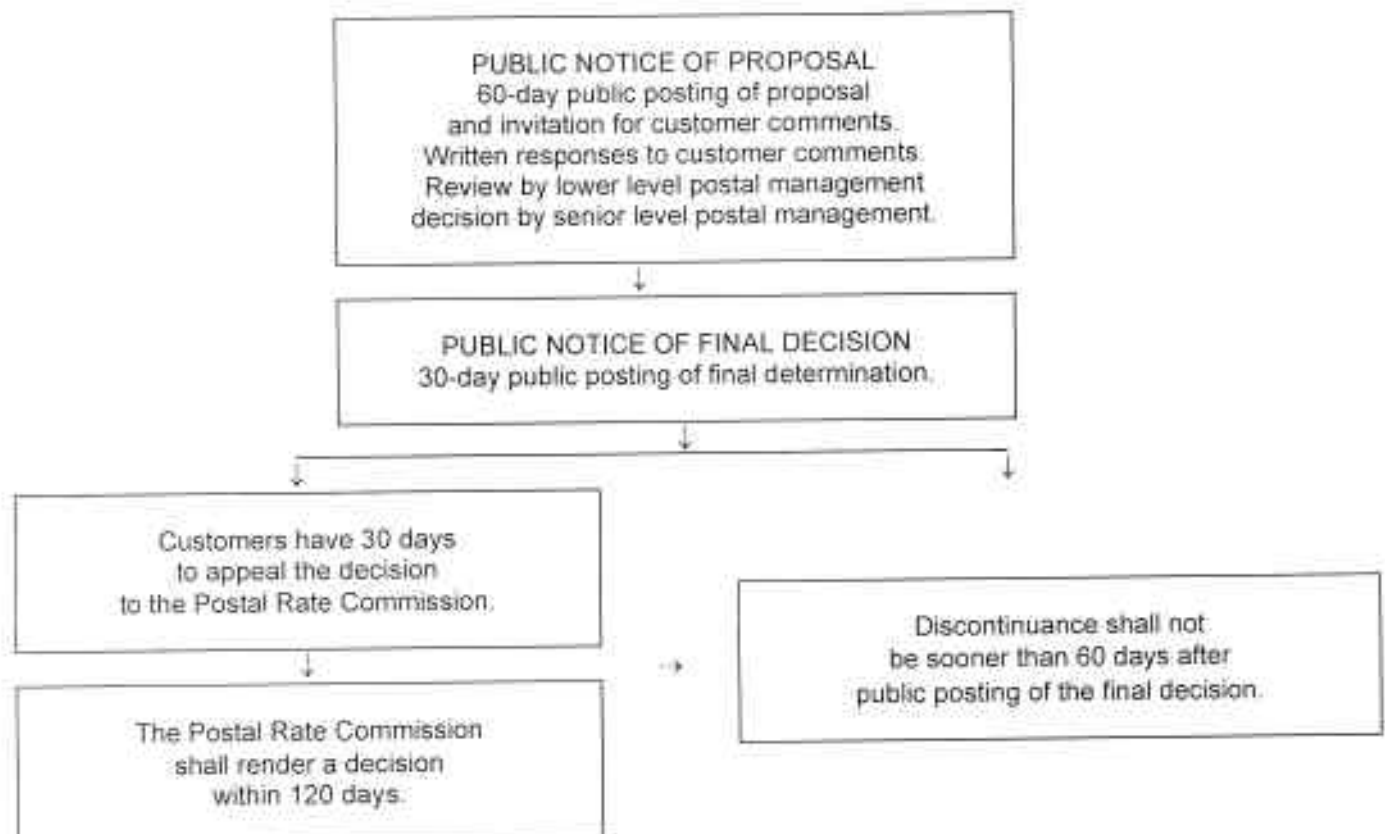
ETNO 1352904-51230
NO 21
4

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b); while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Rate Commission in Washington, DC. The Postal Rate Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.





LET NO 135290451232
NO 21
5

POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

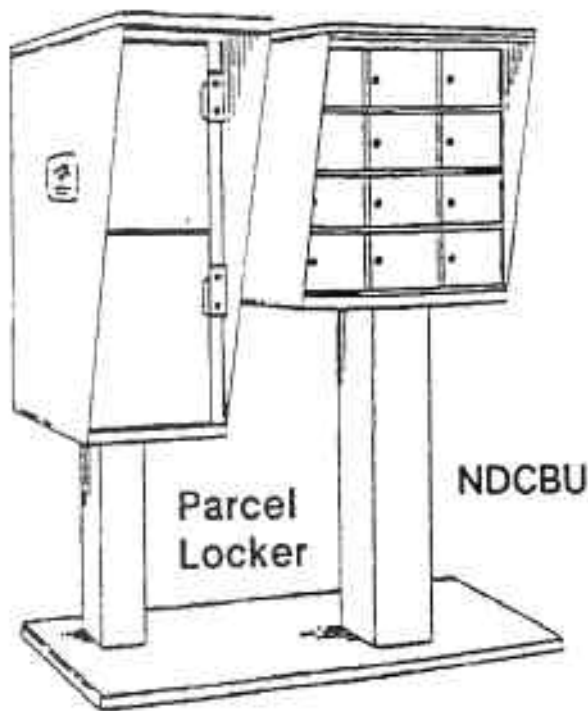
SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

1. Held at the Post Office until they return, or
2. Delivered to a specified friend or neighbor, or
3. Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.



06/10/2011

SHARON BOSLER

401 WASHINGTON
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 395-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-8998



DocId: 1552904 - 51230

Item Nbr: 22

Page Nbr: 1/1

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls SD
☒ Personal needs "
☐ Banking "
☒ Employment Rock Valley IA
☐ Social needs "

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Sharon Lester

Address: 401 Washington

Telephone: 702-425-2457

Date: 11-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

MERLE NEWBORG
PO BOX 62
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochencour".

KENT GOCHENCOUR
Manager, Post Office Operations
PO Box 9968
Cedar Rapids, Iowa 52406-9968

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|-----------------------------|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Wal-Mart
☒ Personal needs Wal-Mart
☐ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Merle Newborg

Address: 502 South main street Alford, La. 51230

Telephone: 712-473-2537

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/10/2011

BILL AND DEB KOCK
2474 220TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls, SD
☐ Personal needs
☐ Banking
☒ Employment West Lyon Comm. School, Inwood, IA
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Bill and Deb Kock

Address: 2474 220th St. Alford, IA

Telephone: 712-473-2489

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



09/10/2011

DANA GAIL ROSE
307 3RD ST
LAWTON, IA 51030

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Courteous and helpful service will be provided by the personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*Will be doing more
as business is growing*

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no charge to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

I like the personal service available to me at the post office to answer any questions & help with any purchases

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Dana Gail Rose

Address: 307 3rd St Alford, IA 51230

Telephone: 712-473-2589

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

4



08/10/2011

GLEN MEYER
1832 EAGLE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 398-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better
 ☐ Just as Good
 ☐ No Opinion
 ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls SD
☒ Personal needs Sioux Falls SD
☐ Banking
☒ Employment Sioux City IA
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Glenn Meyer

Address: 1832 East Ave

Telephone: 712 473 3159

Date: 4-6-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

KRISTY KAMMRAD
PO BOX 21
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lehane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Kristy Kammerod

Address:

P.O. Box 21 Alford, IA 51230

Telephone:

712-470-1753

Date:

4-11-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

DOUGLAS SCHEMMELE
608 3RD ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping SIoux FALLS SD
☒ Personal needs SIoux FALLS SD
☐ Banking _____
☐ Employment _____
☐ Social needs _____

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

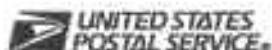
Name: DOUGLAS SCHEMMEL

Address: 606 3 RD ST

Telephone: 712/423/2241

Date: 4-9-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

JEAN SCHLOTFELDT

PO BOX 43
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box or CBU parcel locker. If the package does not fit in the mail box or CBU parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

What are you asking here?

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Just since Alvord flight 244 mile to your office and to deliver the teacher.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: What if 5 people get packages on the same day, will they be put into the same locker?

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Joan Schlotfeldt

Address: Rm 43 Alameda, Iowa 51230

Telephone: 712-473-2567

Date: April 10, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

CHET AND CASSIE MOGLER
2280 170TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 359-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

1st tier, IA

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Chet and Cassie Mogler

Address: 2280 170th St. Alverton IA

Telephone: (712) 478-4117

Date: 4/6/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



09/10/2011

CRAIG LANDEGENT
2147 DOGWOOD AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Craig Landegent

Address:

3147 dogwood ave, Alford IA

Telephone:

0

Date:

3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|--|
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|----------|------------------------------|--|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Rock Rapids, Iowa and Sioux Falls, SD
☒ Personal needs _____
☒ Banking Lester
☐ Employment _____
☒ Social needs Lester

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Myron and Beth Kneibloch

Address: 1873 Dipper Ave. Alford, IA 51230

Telephone: (512) 473-2293

Date: 4-12-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

RANDY AND SHERI SMITH
306 WASHINGTON AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 8998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Center

☒ Personal needs Same

☐ Banking

☒ Employment Rock Valley, Sioux Falls

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Randy & Sheri Smith

Address: 306 Westling Ave.

Telephone: (712) 473-2598

Date: 4-11-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

DOUG VANT HOF
1788 DOVE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doan Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1552904 - 51230

Item Nbr 22

Page Nbr: 13A

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Rock Rapids, Iowa there in Rock Rapids

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better
 ☒ Just as Good
 ☐ No Opinion
 ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Where we work Rock Rapids / Huron, Sioux Falls, Hester
☒ Personal needs " "
☒ Banking Local Hester
☒ Employment Rock Rapids
☒ Social needs Rock Rapids Sioux Falls Huron Hester

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Dorey Vant HoF

Address: 1788 Dove Ave

Telephone: 712 261 4351

Date: April 5 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

It is about time I can think
 of about 20 little offices that
 should close. USPS is a business
 not a charity.

[Signature]



05/10/2011

GARLEN VAN BEEK
2215 DOVE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352894 - 51230

Item Nbr: 22

Page Nbr: 146

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls - Rockwell
☐ Personal needs
☐ Banking
☐ Employment
☒ Social needs church

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No some

Name: GARLEN VAN BEEK

Address: 2215 Dove Ave.

Telephone: 712-473-2255

Date: 4-7-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

SHAWN BOSLER
2074 DOGWOOD AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 369-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochendour".

KENT GOCHENDOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☐ Personal needs
☐ Banking In Abbeville
☐ Employment Local Town - 10 miles
☐ Social needs In Abbeville

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Shawn Bosker

Address: 2074 Dogwood Ave.

Telephone: 605-212-7824

Date: 4/7/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



09/10/2011

DAVID CHILDRESS
1937 ELMWOOD AVE
ALVORD, IA 51233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens; persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better
 ☐ Just as Good
 ☐ No Opinion
 ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Alvord
☒ Personal needs Alvord
☒ Banking Alvord
☒ Employment Alvord
☒ Social needs Alvord

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: David D Choldress

Address: 1437 Elmwood Ave

Telephone: 712-473-2453

Date: 4-6-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/10/2011

AMBER VON TILBURG
2147 HICKORY AVE
DOON, IA 51235

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Center, Sioux Falls
☐ Personal needs _____
☐ Banking _____
☐ Employment _____
☐ Social needs _____

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Amber Van Tilling

Address: 2147 Hickory Ave Down, Ia 5235

Telephone: _____

Date: 4-6-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

ELSIE THIELVOLDT
307 2ND ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHELOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 81230

Item Nbr: 22

Page Nbr: 18

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Rock Valley Sioux Falls



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Elsie Thielvoldt

Address:

307 2nd St

Telephone:

712-473-2573

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

LEON AND LORA BURGERS
2354 EAGLE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 10/11

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

When go Shopping

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls, SD, Rock Valley, IA
☒ Personal needs Sioux Falls, SD
☒ Banking Rock Valley & Deon
☒ Employment Rock Valley, IA
☒ Social needs Sioux Falls, SD

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Jan & Lara Burgers

Address: 2354 Eagle Ave Alford, IA

Telephone:

Date: 4-7-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/10/2011

MIKE HASSEBROEK
5059 320TH ST
SHELDON, IA 51201

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alford Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alford Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alford Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item No: 22

Page No: 20

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: _____

Post Office - No business

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

John P. B. B. B.

Address:

3059 320 St. Hudson, N.Y. 12534

Telephone:

703-348-1679

Date:

11.2.11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

JOHN AND MARCIA BOER

408 2ND ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units also provide a locked compartment.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following.

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: John + Marcia Boer

Address: 408 and St Alvord

Telephone: 712 473 2237

Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

It would be devastating to close our
post office!!

I have a Trucking Business - John D. Boer Trucking. Most all billing is done electronically BUT. All income proceeds are received to me by mail. I want my checks received in a Postal Building and not on a post somewhere! Thanks! John D. Boer



05/10/2011

BRAD SCHEMME
PO BOX 24
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls
☒ Personal needs Sioux Falls
☐ Banking
☒ Employment Rock Valley Sioux Falls
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: BRAD SCHEMMEL

Address: 403 MAIN Box 24 ALVORD IA 51230

Telephone: 712-473-2294

Date: 4-1-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



08/10/2011

ROBERT L. SULLIVAN
3191 ELDER AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lehane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 33

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

I have helped them pick up their mail

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Robert L. Sullivan

Address: 3191 Elder Avenue Alford, IA 51230

Telephone: 712-473-2588

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

BRANDI JANSSEN
408 SEEFIELD ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: my mail won't be available for me at 9am like it is now.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Brant Janssen

Address: 406 Seefield St Alford, IA 51230

Telephone: 712-473-2146

Date: 3/31/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

BECKY KOLLIS
504 2ND ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochencour".

KENT GOCHENCOUR
Manager, Post Office Operations
PO Box 9895
Cedar Rapids, Iowa, 52406-9895

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☐ Personal needs
☐ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Becky Kolles

Address: 604 3rd Street

Telephone: 712 473 2592

Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

GILBERT VANHILL
406 1ST ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Pickup mail daily for 93 yr. old Mother-

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Center Sioux Falls
☒ Personal needs " "
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Arthur Van Hise

Address: 1406 15th St.

Telephone: 712-473-2246

Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

GERT ROZEBOOM
PO BOX 7
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other: ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☒ Employment *Hatchland forage feed Tractor, etc.*
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: *Geoff Rogalski*

Address: *4075 Main Box 4 Alameda*

Telephone: *473-2288*

Date: *4-11-11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

J MANUEL IBARRA
405 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lehane at (319) 389-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls, SD
☒ Personal needs Sioux Falls, SD
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☒ No

Name: J MANUEL IARRA

Address: 405 main st Alvord IA 51230

Telephone: 712-473-2526

Date: 4-01-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



08/10/2011

HENRIETTA VANHILL

402 2ND ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

mail is picked up by my family + brought to me

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Rock Rapids
☒ Personal needs " "
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Henrietta Van Hise

Address: 402 ST.

Telephone: 712-423-2536

Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

JOANNE C SMITH
2284 EAGLE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochencour".

KENT GOCHENCOUR
Manager, Post Office Operations
PO Box 8998
Cedar Rapids, Iowa 52406-8998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Rock Rapids, Ia

☒ Personal needs

Rock Rapids, Ia

☒ Banking

Quincy, IA + Alvard, Ia

☐ Employment

none

☒ Social needs

Idwauel, Ia

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Joanne C Smith

Address:

2204 Eagle Ave, Alvard, Ia

Telephone:

712-473-2214

Date:

4/1/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

LELOUX TRUCKING
PO BOX 122
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping long distance truck driver
☒ Personal needs travel thru out US - bank keeps
☐ Banking does mail for me
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Leloux Trucking

Address: PO Box 122

Telephone: NA

Date: 3-31-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



08/10/2011

SUE NAGEL
103 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Decklet: 1352904 - 51230

Item Nbr: 22

Page Nbr: 32a

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

back to SFolk once a week & go thru buschwood
work at home other days of the week

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping - Sioux Falls, Rock Valley, Sioux Center - Rock Rapids
☒ Personal needs - Same as above
☒ Banking - Sun Bank in SF (place of employment)
☒ Employment - Mark travels to do construction work & also does
☒ Social needs - do frequent coffee hours in Alford - a lot of work in Alford
and go elsewhere out of town

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Sue Nagel

Address: 105 Main St

Telephone: 712-473-2423

Date: 5-31-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

ROBERT AND JANET NEWBORG
PO BOX 104
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Rock Valley, Canton, Leominster, Rock Rapids, Sears Center, Sears Little
☒ Personal needs Canton
☐ Banking
☐ Employment Retired
☒ Social needs Some friends and phone

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Robert & Janet Manning

Address: 401 5th St PO Box 104

Telephone: 712-473-2427

Date: 4-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

LET NO

1352704 51230

NO

23

356

I think closing our Post
Office is adding to the
losses of our Town. I
hope you reconsider your
decision.

Just Thinking



06/10/2011

JACKIE KNOBLOCH KAM INC
223 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 389-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls, Larchwood
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Jackie Knobloch K.A.M. Inc

Address: 223 Main Street

Telephone: 712 473-2400

Date: 04-5-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

POSTAL CUSTOMER (1)

2038 DIPPER AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 299-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998



Docket: 1352904 - 51239

Item Nbr: 22

Page Nbr: 1 of 1

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Larchwood, IA

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls, SD
☒ Personal needs Sioux Falls, SD
☒ Banking Larchwood, IA
☒ Employment Hills, Mo Granite, IA
☒ Social needs Larchwood, IA

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

2038 Dipper Ave Alvord

Telephone:

Date:

3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

AMY KOEDAM
1831 EAGLE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lehane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Amy Koedam

Address:

1831 Eagle Ave Alvard, Ia 51230

Telephone:

712 473-2292

Date:

4-10-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/10/2011

BRENT VAN HILL
406 4TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 37a

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

and do business there if not at home in Alvord, Id. Work in Dringid

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Deer, Rock Rapids, Sioux Falls, Sioux Center
☒ Personal needs Deer, Rock Rapids, Rock Valley
☒ Banking Deer, Rock Valley
☒ Employment Deer
☒ Social needs wherever

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Brent Van Hill

Address: 4106 1/2th St Alward, IA 51230

Telephone: 712-470-3183

Date: 4/4/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/10/2011

JOE KRAMER
303 PARK AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 386

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material <i>occasionally</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

Regarding sending form meeting minutes posted

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Litchwood work

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls SD
☒ Personal needs Rock Rapids IA
☒ Banking Alvord IA
☒ Employment Larchwood IA
☒ Social needs Sioux Falls SD

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Joe Kramer

Address: 303 Park Ave Alvord IA

Telephone: _____

Date: 4-5-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

STEVE SNYDERS
402 CLEVELAND AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Sioux Falls, Rock Valley, Rock Rapids
☐ Personal needs
☐ Banking Alford
☐ Employment Rock Valley
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Steve Snyder

Address: 402 Cleveland Ave.

Telephone: 712-473-2126

Date: 3/31/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I would miss having it in town.



06/10/2011

ALICE METZGER
PO BOX 55
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9996
Cedar Rapids, Iowa, 52406-9996

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Rock Valley
☒ Personal needs Rock Valley
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Alice McIntyre

Address: PO Box 55

Telephone: 712-473-2247

Date: 4/4/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

BRENDA DOPPENBERG
2501 240TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I use the post office in
Rock Valley where I work.
I have never used the Alvord post office
except to pick up certified mail.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Brenda Duppenberg

Address: 2501 240th St Alvard, IA 51230

Telephone: 712-726 3279

Date: 4/3/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

MARY LEE LELOUX

104 3RD ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lariene at (319) 389-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51239

Item No: 22

Page No: 47a

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

My Mother's Mail

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or P.O. Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Mary Lee Leland

Address:

104 3rd St Columbia, Ia 51230

Telephone:

712 473-2551

Date:

4/3/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

LYNN AND DONNA NAGEL

305 PARK AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51238

Item Nbr: 22

Page Nbr: 436

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?



Yes ☐ No

Name: Lynn & Donna Nagel

Address: 305 PARK AVE. ALVORD, TOWN 51230

Telephone: 712-473 029

Date: 4-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



09/10/2011

TINA NIEMEYER
2333 220TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Tim Niemeyer

Address: 2333 220th Alford, IN

Telephone: 712-473-2243

Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



09/10/2011

GALEN AND SUZANNE SCHEMMELE

305 3RD ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☒ NO

If yes, please explain:

Other town have Post offices, so of-course you pass them

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: Wont know until we have it.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Falls
☒ Personal needs Dr. in Rock Valley
☐ Banking
☒ Employment Rock Rapids
☐ Social needs

5. Do you currently use local businesses in the community?

Bank ☒ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

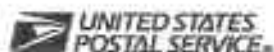
Name: Galen + Suzanne Schemmel

Address: 305 3rd Street Alford Ia 51230

Telephone: 712-473-2575

Date: 4/3/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

LORETTA SCHLUMBOHM
304 SEEFIELD AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Don't go any older.

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

We are retired

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Lorena Jackson

Address: 301 Fairfield Ave Alameda 51230

Telephone: 712-473-2437

Date: 4/1/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

ALVORD GUN CLUB
201 GUN CLUB RD
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. CBUs provide the security of individually locked mail compartments.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9996
Cedar Rapids, Iowa, 52406-9996

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Mail will be later, not as secure.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Alward Gun Club

Address: 201 Gun Club Rd

Telephone: _____

Date: 4-7-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

LOWELL BOSLER
2047 DOGWOOD AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochendur", written in a cursive style.

KENT GOCHENDUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 406

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Weighing parcels for correct postage.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Center
☒ Personal needs Sioux Center
☒ Banking Alford
☒ Employment Alford Area
☒ Social needs Alford Cafe

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Lowell Bosler

Address: 2047 Dogwood Ave

Telephone: 712-473-2512

Date: 4-4-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

ETNL 1352904-5123
NO 22
44c

By having no postmaster in Alford,
it is one less reason to go
to the town of Alford, post office
then to the cafe for dinner and
then maybe to the elevator or
bank. It really just accelerates
the dying of the town.



06/10/2011

GUY HOLLENBECK

PO BOX 67
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lariene at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352904 - 51230

Item No: 22

Page No: 490

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

assist opening doors & mail box

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

Selective Service - Social Security Form

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Delay in mail - parcels would need to be mailed by other post offices - not of my way.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Swix Falls SD
☐ Personal needs
☒ Banking Alvord
☒ Employment Rock Rapids
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Guy Hollenbeck

Address: 402 3rd St Box 107 Alvord Ia 51230

Telephone: 712-473 2281

Date: 4-3-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

ZEBULUN BALEKER
2337 EAGLE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9996
Cedar Rapids, Iowa, 52406-9996



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 506

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

occasionally for stampsGet to post office, no

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Groen Falls, Canton, MO, Rock Valley
☐ Personal needs
☒ Banking Rock Valley & Alford
☒ Employment Canton, MO
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Zachary Baker

Address: 2337 Eagle Ave, Alford, IA 51230

Telephone: 712-473-2177

Date: 4/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/16/2011

VALERA A WÖRDELMAN

307 4TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated on the questionnaire that you use the community bulletin board each day at the Post Office. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 395-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9988
Cedar Rapids, Iowa, 52405-9988



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 512

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- I get my tax forms by mail & return them by mail*
- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

STACEY VOGELZANG
PO BOX 614
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster Box Units are also being considered which are individual lock mail compartments. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Leriene at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998



Docket: 1352904 - 51230

Item Nbr: 22

Page Nbr: 52

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I work during the day buy money orders to pay my bills. I wouldn't be around when the carrier came to deliver kids in town who will destroy these mail club as you are suggesting but I am!

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Stacy Vogelzang

Address: P.O. Box 1014

Telephone: 712-470-0049

Date: 3-31-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

SHERVON BORRMANN
PO BOX 68
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
- You stated on the questionnaire that you would not get personal service with a box like you would with the PO Box. Courteous and helpful service will be provided by personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1352804 - 51230

Item Nbr: 22

Page Nbr: 13

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I would not get the personal service with a BOX I would with Barb, and I would have to travel 12 miles to get my packages.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☐ Personal needs
☒ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Sharon Bernmann

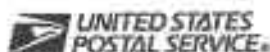
Address: 505 2nd St (No Box 86) Allard Ia

Telephone: 605-521-2509

Date: 3/31/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I recently moved here, Barb has been so welcoming, I enjoy seeing her every day, I can't converse with a box! She takes great care of the kids when they wait for the bus. You may not care, but we do!



06/10/2011

HOLLY ROSHEIM

301 PARK AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated that you were concerned about driving 22 miles to pick up your mail. The rural carrier will be serving the area of Alvord in the event of the discontinuance. Customers would be required to install a mailbox at a designated location or the Postal Service would install cluster box units in the community. All customers within the community would be eligible for rural delivery. Your mail will be delivered each day to the chosen mode of delivery so the daily drive to Rock Rapids will not be necessary.
- You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. If cluster box units (CBU) are the chosen mode of delivery, an outgoing collection area will be located within the CBU for outgoing mail which will be picked up by the carrier daily.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doan Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9995
Cedar Rapids, Iowa, 52406-9995



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

If this post office closes I will have to drive
round trip 22 miles out of my way to
the collect my mail daily! They do not deliver
mail to my address only to a po BOX I
have as well as many other people in my town

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

I will be forced to drive 40 miles round-trip every day to sort and collect my mail!!!

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

Every place I drive to out of town is in the opposite direction than my mail would be

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Holly Rushern

Address:

301 Rock Ave

Telephone:

1605 9877133

Date:

3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Please leave open the Alford Post office, the price of gas is way to high to drive that far daily just for mail!



06/10/2011

VICKI JOYCE

114 4TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBU's. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about having items weighed and mailed out. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

no

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

no

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

no

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/10/2011

FARMERS ELEVATOR COOP

PO BOX 96
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochendour".

KENT GOCHENDOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52409-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: not able to do services immediately w/o receipt,

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sioux Center, Stone Falls
☒ Personal needs
☐ Banking
☐ Employment
☒ Social needs Stone Falls

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Farmers Helper coop
 Address: P.O. Box 96 Alwood IA 51230
 Telephone: 712-473-2210
 Date: 4-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/10/2011

ELAINE HODGSON
501 WASHINGTON
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Customers were concerned about the amount of advertising the Postal Service performs. Advertising is a necessary measure to ensure that America is educated about what types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels <i>→ 12-15 X / 48</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation <i>sometimes</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail <i>sometimes</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

I have picked up mail for people after surgery on business illnesses

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

My husband suffers from a debilitating disability. Being out of town to do our mailing or receive mail would be a hardship. Over 1/2 of the people living in Alvord are over 65 with health issues.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping *I go out of town once a week for*
☐ Personal needs *groceries and church*
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Elaine Hodgson

Address: 501 Washington

Telephone: 712-473-2290

Date: 4-01-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

The US postal service would save money if they did not advertise on TV.



06/10/2011

TRACKSIDE SERVICE, REPAIR AND TOWING

201 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2802.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998



06/10/2011

TRACKSIDE SERVICE, REPAIR & TOWING

201 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You have suggested that the Postal Service consider hour reduction at the Alvord Post Office before a discontinuance. Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services:	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Purchase Boxes + envelopes

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☒ NO

If yes, please explain:

Work + Live in Country
no much close by

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

We operate a commercial business making & receiving many letters

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Have To Drive 35 miles to big town
☒ Personal needs Have to drive 35 miles to big town
☐ Banking
☐ Employment Work in our town
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☒ No maybe if I have to drive to a post office - I would probly bank & eat out of town

Name: TRACKSIDE Service & Repair & Towing

Address: 241 Main St

Telephone: 712 473 2224

Date: 3. 31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

1552964-51730
22
596

Post office operations:

My family runs a truck repair & towing business in town. We are very concerned that closing this post office will affect the commercial businesses in our small town and hurting the livelihood as well.

If this post office closes people will then have to drive to an out of town post office to conduct business and I'm afraid will then do **ALL** there other business out of town as well, such as eating (which will hurt our café and bar) vehicle and truck repair (which will hurt the lively hood of our business), banking needs (they will go to another location), salon needs, grocery store needs, fire department mailings etc., etc...

Closing this post office will hurt and kill this town when we are trying to promote business and the use of our community banquet rooms, shelter houses, parks, gun club and homebuilding and relocation in our town, not try to shut it down.

Not to mention the inconvenience as a business owner conducting general business mailings, and package deliveries we will then have to drive to conduct business instead of walking down the sidewalk.

I can not see that keeping this small office open costs that much to run. You will ultimately spend more money in these cluster boxes and maintaining the up keep of them vs. keeping an American employed and providing these small general needs to the public.

Why not decrease the hours that a physical person is available, but still keep the operation of the post office, just at a limited service. Makes more sense than closing it all together and risk hurting the entire town.

We respectfully request your reconsideration.

Trackside Service, Repair & Towing
Darwyn Klarenbeek
201 Main St.
Alyord, IA 51230



06/10/2011

FLOYD VAN DEN TOP
2273 EAGLE AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9898
Cedar Rapids, Iowa 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes

☐ No

If yes, would you continue to use them if the Post Office is discontinued?



Yes

☐ No

Name:

Floyd Van Den Top

Address:

2273 Eagle Ave

Telephone:

712-473-2556

Date:

4-8-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

It is Nice when you need to mail letters to Canada or World wide for the correct postage.



06/10/2011

ESTHER LANGE

2553 220TH
DOON, IA 51235

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alford Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Alford Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alford Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>5 or 6 times</i>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>NA</i>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/> <i>yes</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

Sometimes
but Alvord has friendly service

NET NO 1352904-51230
TEL NO 22
610

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☐ Shopping Scout Falls SR
- ☐ Personal needs " "
- ☐ Banking Alward
- ☐ Employment Canfor SR
- ☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No Maybe

Name: Esther Langer

Address: 2553 22nd Ave SE 51235

Telephone: 470-3800

Date: April 6

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

NETNO 1353764.51731
NO 27
612

P.S.
I do my shopping in Alton because
it's on the way home & I go twice
a week. Even though the address is P.O.
Box 12, it's out of the way for me.
Rock Rapids is 12 miles one way
out of the way. You know this Alton
Post is usually busy when I stop depending
on the time of day. Easter.



06/10/2011

PAUL BOUWMAN
2444 260TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-0998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

SECRET NO 1358904-51230
PAGE 22
626

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

- ☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Rock Valley, Larchmont, Stone County, Stone Falls
☒ Personal needs same as above
☐ Banking _____
☐ Employment _____
☐ Social needs _____

5. Do you currently use local businesses in the community?

- ☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

- ☒ Yes ☐ No

Name: Paul Bonhomme

Address: 3444 20th St. Alton IA

Telephone: 713 473 2479

Date: 4-10-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I am just adding my comments here. The question about leaving the community is very misleading — of course we need to leave Alton for our shopping needs — there is no grocery or clothing stores, but so do people in Larchmont, Dows, & Inwood. We live in or around small communities that could not support more businesses. However, I do frequent the bank, cafe, and post office. I would not appreciate having to travel to meet my mail needs. Furthermore, all the towns I listed above for shopping I frequent after my work hours which are also after postal hours. I believe closing the Alton post office would not be a good plan.



05/10/2011

HENRY AND MARY ANN BOSLER
408 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochendour".

KENT GOCHENDOUR
Manager, Post Office Operations
PO Box 9898
Cedar Rapids, Iowa, 52406-9898



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

relatives her mail and during her letter, mail to be Every day is living a home beyond
relatives her mail and during her letter, mail to be Every day is living a home beyond

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

Announcements of coming events for new communities

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Yes we can go to Rock Rapids, but we stop at Put our mail in the P.O. office (S)

before we leave town. We never stop at a P.O. office in Sioux Falls, SD. It's to
believe we don't care to drive there any more than we have to when we go to the DR.
Same for Rock Valley when we go. We just as soon stop in Alvord & do our
mailing as it's so much easier for us. Take our time,

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Rock Rapids, Rock Valley
☒ Personal needs Medical - Sioux Falls
☐ Banking
☐ Employment - We are retired
☐ Social needs visiting family, Sioux Falls

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Henry + Mary Ann Bosler

Address: 408 Main St. Alford, IA 51230

Telephone: 712-473-2471

Date: April 9, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Albion, La
April 9, 2011

Mrs. Lordauer.

I and my husband certainly hope you will reconsider closing the post office in Albion. We ask you help and do what you can to prevent this from happening.

My husband and I are in our 70's and 80's and only live 2 blocks from the post office, which is very convenient for us.

Having a post office in our town since 1890 and now it might be closing. I feel it will be a hardship for us as well as the residents.

Thank you for your help and certainly hope this won't happen.

Henry + Mary Ann Buster
Albion, La 51230



06/10/2011

SCHEMEL

ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: _____

Week-ends when I travel to work -

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better
 ☒ Just as Good
 ☐ No Opinion
 ☐ Worse

If yes, please explain: *will not hear Barb's gossip or the 9:30-10:00 people who loiter and talk. Do not like to see Barb's grandchild. Also visiting a teacher her time. Kids behind window - no one is in there then - her father used the computer too.*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping *Rock Rapids*
☒ Personal needs *Rock Rapids*
☒ Banking *Lester*
☒ Employment *Rock Rapids*
☒ Social needs *where ever*

5. Do you currently use local businesses in the community?

☐ Yes ☒ No *What do we have in Alford - nothing*

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: *Schmidt*

Address:

Telephone:

Date: *4-9-11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Alford is slowly coming to a shut down town. The code is having problems, too.



06/10/2011

JOHN N KUHN
507 2ND ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You have stated on the questionnaire that you own an ebay business and use the Post Office 3 to 4 times a week. As with all package mailers, we highly encourage you to take advantage of our online services which will allow you to apply postage to your packages at your business and schedule the carrier to pick up the packages. Not only is it more convenient than going to the Post Office, but you can also save money for our online services are at a discount. Please visit www.usps.com for further information as to how we can save you more money by taking advantage of this alternate. You may also contact your local Post Office for more information.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Sioux Falls
☐ Personal needs Sioux Falls
☐ Banking in town @ Allstate
☐ Employment Self
☐ Social needs Sioux Falls

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: John N Kuhn

Address: 507 2nd St

Telephone: 712-470-2001

Date: 4/10/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I own a ebay business and use the Post office 3 to 4 times a week to mail packages. I would hate to lose that service!



06/10/2011

JOHN AND JANICE ATTEMA

PO BOX 51
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about having your mail held when you are on vacation. Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochencour".

KENT GOCHENCOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

if we are sick they would bring us our mail after hours

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Neighbors visit time

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping get some here
☒ Personal needs
☐ Banking In this town
☐ Employment Self employed from this town
☐ Social needs down town coffee shop

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: John & Joyce Attema

Address: Box 51 Alford IA 51230

Telephone: 712-473-2229

Date: 4-13-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We were just gone for 3 weeks and all our mail was held nicely for us.



06/10/2011

DENNIS THIELVOLDT

#01 SEEFIELD

Alvord, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units are also being considered which are individually locked mail compartments that add additional security.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Outside Mailbox will Not be as
Safe. Inconvenient

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Dennis Thielvold

Address: 601 Seefeld St

Telephone: 712 - 473 - 2525

Date: 4-13-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



09/16/2011

LANCE KNOBLOCK

2104 190TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a question about where the route should emanate from. Having Rock Rapids at the administrative office is simply a proposal at this time. We will carefully review to ensure that the most cost-efficient service for the Postal Service is provided.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9898
Cedar Rapids, Iowa, 52405-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other: ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Lance Knobloch

Address:

2104 190th St Alwood, IA 51230

Telephone:

712 473 2511

Date:

4/20/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Dear Kent,
 Operating the Post Office out of Rock Rapids doesn't make a lot of sense. Inwood is closer to the western part of the area affected. If the USPS wants to save money it needs to make decisions with the local mindset. You cannot increase revenue by decreasing how you service the customer. Getting rid of the inroads would do more to lower costs than closing Post offices. Thanks
 Lance Knobloch



06/10/2011

AMERICAN STATE BANK

212 MAIN ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$6 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We apologize for any inconvenience this may cause in the event of a discontinuance.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Deon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 389-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochendour".

KENT GOCHENDOUR
Manager, Post Office Operations
PO Box 9986
Cedar Rapids, Iowa, 52406-9986

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: We are a bank & need the convenience of being able to get our mail first thing in the morning & lost thing before we close.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

We are a business, so none of these

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: American State Bank

Address: 212 Main St

Telephone: 712-473-2333

Date: 4/27/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

HUGE Inconvenience for us!



06/10/2011

CAROLYN HEIN
2480 170TH ST
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Alvord Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Alvord Post Office should be pursued, a formal proposal will be posted in the Rock Rapids Post Office, Doon Post Office and Alvord Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ALVORD Post Office for each of the following.

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Traveling to & from house in Alvord

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No *Less likely*

Name: *Carolyn Hein*

Address: *2460 170 St, Alford IA 51230*

Telephone: *712-478-4639*

Date: *6-3-11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



DOCUMENT NO. 1332904.51230
PAGE 22
71

August 5, 2011

Van Der Brink Trucking
Van Der Brink Designs
319 N Main Street
Alvord, IA 51230

Dear Customer:

This is in response to your letter regarding the Alvord Post Office.

The Postal Service is currently conducting a review of postal operations at the Alvord Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,


Karen S. Lenane
Post Office Review Coordinator
PO Box 9998
Cedar Rapids, IA 52401-9998

#1) Getting my mail early is very important to my business. Checks need to get to the bank so I can get my bills paid. Having the mail going out at 4:00 pm is a very good thing for me because I have time to get my bills into the mail on the same day. It would have a very unfavorable effect on my business if the mail came in and went out at basically the same time of day.

#2) The loss of our Post Office would be very devastating to our community. There are several businesses on Main Street that rely on the daily mail coming in early and going out late in the afternoon. The bank, especially, would be greatly affected. They need their mailings to go out in a timely manner, and having to get their out-going mail ready by noon, or even sooner, could have a negative effect on their business. Our other businesses would also suffer from this new pick-up time. The hardship on them to perhaps have to drive into another town just to meet afternoon dispatch could be devastating. The local Post Office is a very important part of their sustainability.

#3) Alvord is a small town that is working very hard to keep the business's it has. We have been very fortunate to actually have added several new business's in the last year or two. We need to keep our Post Office open so this business's can flourish. The additional cost of driving to another town could very well put them under. Our lack of a postmaster should not be a consideration. The Post Office is operating efficiently and a capable person doing the job. "Service" is a part of your name, yet you are asking us to sacrifice the excellent service we are getting from our Post Office in favor of a carrier who may or may not get here when the weather is bad. Our mail may get back to a Post Office in time to meet the evening truck, or maybe not. If the weather is bad the roads are bad, there is a detour, and our mail may not get anywhere. Is that what you call "service"? How can you say the mail will get back by a certain time when the carrier may have to deviate from his route to deliver 10 or more packages to homes, as you state will happen in the responses to comments? The "Service" in United States Postal Service is going to suffer greatly in Alvord if we lose our Post Office. Not all people have access to the internet, so getting stamps by mail, or using Click 'n' Ship are not really feasible options. Again, "Service" will suffer. It would be a devastating blow to the elderly in our community, and there are many of them, if you closed our Post Office. It is one way they can remain independent, doing for themselves instead of relying on others to pick up their mail. Waiting at the boxes outside for a carrier to show up; which may be early some days, later on others because of the amount of mail, could lead to colds or even pneumonia for some. This is a hardship that the elderly cannot afford.

Van Der Brink Trucking

Van Der Brink
Designs

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the ALVORD Post Office on 03/29/2011. Additionally, during the survey period, questionnaires were available at the ALVORD Post Office to walk-in retail customers.

1.	Number of Questionnaires	
	Total Questionnaires distributed	195
	Favorable to proposal	3
	Unfavorable to proposal	33
	Expressing no opinion	34
	Total questionnaires received	70

Postal Concerns

The following postal concerns were expressed:

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

No Concern

Response:

3. Concern (Unfavorable):

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box or CBU parcel locker. If the package does not fit in the mail box or CBU parcel locker, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

4. Concern (Unfavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

5. Concern (Unfavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. Concern (Unfavorable):

Customers expressed concern about collection of outgoing mail.

Response:

Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. If cluster box units (CBU) are the chosen mode of delivery, an outgoing collection area will be located within the CBU for outgoing mail which will be picked up by the carrier daily.

7. Concern (Unfavorable):

Customers felt the route should emanate from Irwood because that office is closer.

Response:

Having Rock Rapids as the administrative office is simply a proposal at this time. We will carefully review to ensure that the most cost-efficient service for the Postal Service is provided.

8. Concern (Unfavorable):

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

9. Concern (Unfavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the Alford Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

10. Concern (Unfavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the Alvert Post Office.

Response:

Courteous and helpful service will be provided by the personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

11. Concern (Unfavorable):

Customers were concerned about later delivery of mail.

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

12. Concern (Unfavorable):

Customers were concerned about later delivery of mail.

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We apologize for any inconvenience this may cause in the event of a discontinuance.

13. Concern (Unfavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. CBUs provide the security of individually locked mail compartments.

14. Concern (Unfavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units also provide a locked compartment.

15. Concern (Unfavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units are also being considered which are individually locked mail compartments that add additional security.

16. Concern (Unfavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster Box Units are also being considered which are individual lock mail compartments. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

17. Concern (Unfavorable):

Customers were concerned about mailing packages.

Response:

As with all package mailers, we highly encourage you to take advantage of our online services which will allow you to apply postage to your packages at your

business and schedule the carrier to pick up the packages. Not only is it more convenient than going to the Post Office, but you can also save money for our online services are at a discount. Please visit www.usps.com for further information as to how we can save you more money by taking advantage of this alternate. You may also contact your local Post Office for more information.

18. Concern (Unfavorable):

Customers were concerned about obtaining accountable mail and large parcels

Response:

If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

19. Concern (Unfavorable):

Customers were concerned about obtaining services from the carrier

Response:

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

20. Concern (Unfavorable):

Customers were concerned about obtaining services from the carrier

Response:

Mail transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

21. Concern (Unfavorable):

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBU's. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

22. Concern (Unfavorable):

Customers were concerned that the Postal Service is wasting money on advertising.

Response:

Customers were concerned about the amount of advertising the Postal Service performs. Advertising is a necessary measure to ensure that America is educated about what types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

23. Concern (Unfavorable):

Customers were concerned that they would have to drive to pick up their mail.

Response:

The rural carrier will be serving the area of Alford in the event of the discontinuance. Customers would be required to install a mailbox at a designated location or the Postal Service would install cluster box units in the community. All customers within the community would be eligible for rural delivery. Your mail will be delivered each day to the chosen mode of delivery so the daily drive to Rock Rapids will not be necessary.

24. Concern (Unfavorable):

Customers wondered if the Postal Service would consider shortening the hours at the Alvord Post Office instead of a discontinuance.

Response:

Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

25. Concern (Unfavorable):

No Concern

Response:

26. Concern (Unfavorable):

You were concerned about having to travel to another post office for service.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

27. Concern (Unfavorable):

You were concerned about having to travel to another post office for service.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (No Opinion):

Customer were concerned about the loss of the community bulletin board.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences.

2. Concern (Unfavorable):

Customers felt the loss of a post office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

3. Concern (Unfavorable):

No Concern

Response:

Community Meeting Roster

Postal Service Representative (Names and Titles)

Greg Lindauer Post Office Review Investigator
Kurt Wachsmuth Manager Post Office Operations

Date: 04/14/2011

Time: 6:00

Total Number of Customers Present:

813

Place: Alvord Town Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
<u>Walter Gordon</u>	<u>PO Box 11</u> <u>404 Cleveland Ave</u>	<u>51230</u>	<u>712-473-2280</u>
<u>Dennis Thielvoldt</u>	<u>PO Box 81</u> <u>601 500 Field</u>	<u>51230</u>	<u>712-473-2525</u>
<u>Theresa Bosler</u>	<u>Box 651</u> <u>Alvord, IA</u>	<u>51230</u>	<u>712-473-3471</u>
<u>Mary Ann Bosler</u>	<u>Box 651</u> <u>Alvord, IA</u>	<u>51230</u>	<u>712-473-3471</u>
<u>Donald Yunk</u>	<u>Linwood, Ia</u>	<u>51240</u>	<u>712-753-2675</u>
<u>Carolyn Hein</u>	<u>3460 170 St</u> <u>Alvord, IA</u>	<u>51230</u>	<u>712-478-4639</u>
<u>Larry Hein</u>	<u>2460 170 St</u> <u>Alvord, IA</u>	<u>51230</u>	<u>712-478-4639</u>
<u>Dawn Rose</u>	<u>307 3rd</u> <u>Alvord, IA</u>	<u>51230</u>	<u>712-473-2175</u>
<u>Eric Thielvoldt</u>	<u>304 3rd St</u> <u>Alvord, Ia</u>	<u>51230</u>	<u>712-473-2572</u>
<u>Emmalee Angel</u>	<u>Box 4</u>	<u>51230</u>	<u>712-473-2581</u>
<u>Larry Boer</u>	<u>Box 113</u>	<u>51230</u>	<u>712-473-2129</u>
<u>Flora Hodgson</u>	<u>Box 3</u>	<u>51230</u>	<u>712-473-2270</u>
<u>Pat Krasner</u>	<u>Box 5</u>	<u>51230</u>	<u>712-473-2287</u>
<u>John D. Boer</u>	<u>Box 123</u>	<u>51230</u>	<u>712-473-2237</u>
<u>Janice Ottema</u>	<u>Box 51</u>	<u>51230</u>	<u>712-473-2229</u>
<u>Donald Thielvoldt</u>	<u>1906 1st Ave</u>	<u>51230</u>	<u>712-473-2416</u>
<u>Lowell Bosler</u>	<u>2077 Douglas Ave</u> <u>Alvord, Ia</u>	<u>51230</u>	<u>712-473-2512</u>
<u>Dawn Tuttle</u>	<u>Box 2006</u>		<u>712-473-2553</u>
<u>Rachel Schwanz</u>	<u>2111 Elmwood Ave</u>	<u>51230</u>	<u>712-473-2262</u>

Community Meeting Roster

Postal Service Representative (Names and Titles)

Date: 04/14/2011

Time 6:00

Total Number of Customers Present

১৭

Place Alvord Town Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

[illegible]

Community Meeting Roster

Postal Service Representative (Names and Titles)

Date: 04/14/2011
Time: 6:00

Total Number of Customers Present

□

Place Alford Town Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

[illegible]

Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/14/2011
 Time: 6:00

Total Number of Customers Present:

0

Place: Alvord Town Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Marjorie Kordam	404 Cleveland ^{Box 64}	51230	712 473 2280
Brant Hollenbeck	402 3rd St ^{Box 7}	51230	712 473-2281
Bryce Hollenbeck	402 3rd St ^{Box 7}	51230	712-473-2281
Scott Meyer	701 5th Ave	51235	712-726-3046
Janet Newburg	401 2nd St	51230	712-473-2427
Robert Newburg	" "	"	" " "
Maria Barr	408 2nd St	51230	712-473-2237
Robert Barr	300 3rd St	51230	712 473 2218
Bill Kock	2474 22nd	51230	712 473 2487
Deb Kock	"		"
Burman Kock	2267 22nd ^{Box 1}	51230	712 473-3480
Marjorie Thomas	2669 2nd St	51246	712-473-2443
Wendy Kock	318 2nd St	51230	712-473-2481
Samuel Kock	404 2nd St	51230	712 473 2100

Community Meeting Roster

Postal Service Representative (Names and Titles):

Sara Lindauer - Post Office Review Investigator
Ken Gachowicz - Post Office Operations Manager

Date: 04/14/2011

Time: 6:00

Total Number of Customers Present: 0

Place: Alford Town Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Shirrell Kerk	Friday 31	51230	(712) 473-2111
Jeff Kerk	P.O. Box 57	51230	712-473-2106
Alice Metzger	P.O. Box 55	51230	712-473-2247
Jason Boer	P.O. Box 25	51230	712-473-2220
Verdon Kelly			712-473-2583
Mike Boer	2524 240th St	51230	712-470-9948
Dan Schrears	2111 Emerald Ave	51230	712-470-2699
Joanne Smith	2284 Eagle Ave	51230	712-473-2214
John Smith	2043 Elmwood Ave	51230	712-473-2249
Bill Schrears	2475 240th St	51230	712-470-2992
John Kerk	507 2nd St	51230	712-460-2001
Mark John	2524 240th	51230	712-726-3374
Kristin VanMetterburg	P.O. Box 82	51230	473-2104
Jean Schrears	Box 43	51230	712-473-2589
Talley Van Boer	2344 Elmwood Ave	51230	712-473-2333
Joshua Van Boer	2344 Elmwood Ave	51230	712-473-2333
Bill Van Veldyke	2018 Fry Ave	51230	712-473-2481
Ken Gachowicz	2191 Elmwood Ave	51230	712-473-2588
David Moore	407 3rd St	51230	515-250-5534

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):
Customers were concerned about senior citizens
Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
2. Concern (UnFavorable):
Customers questioned as to if the Postal Service is looking at other ways to cut expenses.
Response:
The Postal Service has been looking at every means to reduce expenses. Districts have been consolidated, stations are being looked at for discontinuance, positions are being eliminated at higher levels to name a few of those means.
3. Concern (UnFavorable):
Customer expressed a concern about package delivery.
Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
4. Concern (UnFavorable):
Customer were concerned that the Postal Service would only provide one pickup of mail a day.
Response:
The carrier that serves the community will provide delivery and pickup of mail once a day. Those wishing to dispatch mail later in the day will be required to travel to a nearby Postal facility to have that mail entered into the mailstream the same day. The Postal Service apologizes for any inconvenience to those wishing to have pickup later in the day.
5. Concern (UnFavorable):
Customers questioned as to why we were looking at small post office closings when it would result in such a small savings in the overall financial picture.
Response:
The Postal Service is seeking means to be more efficient at every level whether the cost savings is large or small.
6. Concern (UnFavorable):
Customers asked why the Postal Service would not consider hour reduction before a complete discontinuance.
Response:
The Postal Service does not consider hour reduction when there is a more cost efficient means of provide service to the community such as rural delivery.
7. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance
Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a savings of around \$33,000 a year.
8. Concern (UnFavorable):
Customers questioned as to why the government doesn't step in a give the Postal Service a bailout?
Response:
The Postal Service has not asked for a bailout. However, they have asked for the flexibility to consider 5 day delivery and changes to the requirement to prefund the retirement account. Congress has yet to address these issues.
9. Concern (UnFavorable):
Customers questioned as to if the rural carrier could handle the extra workload and if the carrier would get overtime as a result.
Response:
Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee.
10. Concern (UnFavorable):
Customers questioned if the Postal Service would consider having one postmaster to overlook a series of several post

offices.

Response:

Many proposals are being considered at this point to look at means of performing our business in a more cost efficient way. One manager over several offices is one of those proposals that are being considered.

11. **Concern (Unfavorable):**

Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.

Response:

The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.

12. **Concern (Unfavorable):**

Customers expressed concern about large volume of package pickups.

Response:

The Postal Service will accommodate the needs of the customers as needed. The carrier pickup program informs the Postal Service early in the day as to what type of volume a mailer will have and can prepare for that pickup as necessary.

13. **Concern (Unfavorable):**

Customers stated that the locks freeze on the CBUs when it snows.

Response:

Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their lock.

14. **Concern (Unfavorable):**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

15. **Concern (Unfavorable):**

Customers were concerned about a change of ZIP Code.

Response:

Customers will maintain Alvord, IA 51230 in their address. However, the PO Box address would be eliminated and customers will be required to use their physical address if they wish to have delivery within the community.

Nonpostal Concerns

1. **Concern (Unfavorable):**

Customers were concerned that the Postal Service would not be able to accommodate future business growth.

Response:

Research has shown that there is little projected growth in the community. Rural delivery will be able to accommodate the extra deliveries.



Memo to the record

6/6/2011

Re: Community Meeting Letter

The community meeting notification letter was combined with the questionnaire letter as in item number 21. As a result, there is no sole community letter to include in this record.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer

Post Office Review Investigator

120
LET NO 1352904-51230
NO 27
1

**POST OFFICE TARGETED
FOR CLOSING OR CONSOLIDATION
PETITION**

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE
DES MOINES, IOWA 50318

We, the citizens and customers of the **ALVORD** Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status—a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuse possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,
Customers of the **ALVORD** Post Office

SIGNATURE	ADDRESS	DATE
Levi Thielboldt	601 Sanfield St	3-29
Renee Klarsch	201 Main St Alvord IA	3-29-11
Maria Boer	408 2nd St	3-29
John D Boer	408 2nd St Alvord, Ia 51230	3-29
Sharonell Boer	404 Seefield St Alvord IA 51230	3-29
Jeff Boer	404 Seefield St Alvord IA 51230	3-29
John M. Kuh	507 2nd St. Alvord IA 51230	3-29-11
Alise Metzger	105 7th St Almond IA 51230	3-29
Angela Whiff-Kuh	507 2nd Street Alvord Ia 51230	3-29
Doradene Schlotfeldt	2267 7th Ave Almond Ia 51235	4-1-11
Roger Schlotfeldt	2267 7th Ave Almond Ia 51235	4-1-11

**POST OFFICE TARGETED
 FOR CLOSING OR CONSOLIDATION PETITION SIGNATURES**

SIGNATURE	ADDRESS	DATE
Frank J. Sullivan	2141 Elder Ave Alford IA 51230	4-1
Mary Ann Basler	408 Main Alford IA 51230	4-1-11
Henry Basler Jr	408 S Main Alford IA 51230	4-1-11
Mike Boy	2524 210th St Alford IA 51230	4-1-11
Sam Bl	2074 Dogwood Ave Alford IA 51230	4-1-11
David	2475 210th St Alford IA 51230	4-1-11
Jamatha Johnson	2475 210th St Alford IA 51230	4-1-11
Rachel J. Schreurs	2111 Elmwood Ave Alford IA 51230	4-1-11
Wagner Rauscher	2775 220th St Boone IA 51235	4-1-11
Christine Rauscher	1778 220th St Boone IA 51235	4-1-11
Joshua Von Bock	2344 Elmwood Ave Alford IA 51230	4-1-11
Greg Hollenbeck	402 3rd St Box 67	4-1-11
Diane Nagler	306 Seefield St Alford IA 51230	4-1-11
Dan Knollich	223 Main St Alford IA 51230	4-1-11
Dan Johnson	2111 Elmwood Ave Alford IA 51230	4-1-11
Wes Kardon	404 Cleveland Ave Alford IA 51230	4-1-11
Bill Duce	2474 2474 220th Alford 51230	4-1-11
Jeff Nye	2468 140th Street Alford 51230	4-1-11
Dan Smith	201 Seefield St Alford	4-7-11

POST OFFICE TARGETED FOR CLOSING OR CONSOLIDATION PETITION SIGNATURES

[illegible]

REF NO 1337904-51730
NO 27
4

POST OFFICE TARGETED FOR CLOSING OR CONSOLIDATION PETITION

DISTRICT MANAGER,
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE
DES MOINES, IOWA 50318

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The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,
Customers of the **ALVORD** Post Office

SIGNATURE	ADDRESS	DATE
<i>Harriet VanB...</i>	2344 Elmwood Ave, Alvord IA 52301	3/31/11
<i>Haci VanVeldhuizen</i>	2018 Fig Ave, Alvord Ia 52301	3/31/2011
<i>Vicki J...</i>	104 1 st St Alvord Ia 52301	4/1/2011

POST OFFICE TARGETED FOR CLOSING OR CONSOLIDATION PETITION

DISTRICT MANAGER,
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE
DES MOINES, IOWA 50318

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We do not feel your proposals meet these criteria.

Sincerely,

Customers of the **ALVORD** Post Office

SIGNATURE	ADDRESS	DATE
William Flint	2188 190 th St.	3-31-11
Clarence Boen	2525 210 th	4-1-11
John Vondra	2773 Eagle Ave	4-1-11
Tom Adams	2333 220 th	4-1-11
Kathy Kandel	PO Box 21 Alvord, IA	4-4-11
By Sister D. Bon	Box 44 Alvord	4-5-11
John D. Bon	Box 123 Alvord, Ia	4-6-11
Jim [unclear]	406 South Randall Rock Rapids	4-14-11

POST OFFICE TARGETED
FOR CLOSING OR CONSOLIDATION PETITION SIGNATURES

SIGNATURE	ADDRESS	DATE
Dennis Tatten	Box 625 Alford	4-6-11
Lynne Anderson	Box 26 Alford	4/6/11
Linda M. Smith	2051 Goldsmith Ave, Rock Rapids, IA	4/6/11
Leona M. Smith	2051 Goldsmith Ave Rock Rapids IA	4/6/11
Russell Kiel	Box 34 Alford	4/6/11
Diana Dasher	401 Washington, Alford	4-6-11
Wesley Porter	1971 Grant Ave Rock Rapids	4/6/11
Manly Thussan	2669 20th St Rock Rapids	4/7/11
James Kelly	2163 Fig Ave '200 N. Ia	4/7/11
Dora Baker	3535 21st St Alford, IA	4/7/11
Signe Jensen	406 Seefield St Alford, IA	4/8/11
John Lattina	407 Seefield St ALFORD IA	4-8-11
Alford	1937 Fig Ave Alford IA	4/8/11
David	2043 Elmwood Ave Alford IA	4-9-11
David Klambek	2332 20th St Alford	4-9-11
Melvin Seach	Cleveland Ave Alford	4-9-11
Marlene Vandell	406 1ST ALFORD, Ia	4-9-11
Robert K. K.	406 1ST Alford IA	4-9-11
Margie Kream	404 Cleveland	4-9-11
Ken Thorsen	2669 20th St Rock Rapids	4-9-11
Theresa M. M.	505 2nd St	4-11-11
Theresa M. M.	505 2nd St	4-11-11
Shirley	" "	4-11-11
Hazel H. H.	101 East 3rd St.	4-11-11
Hazel H. H.	" "	" "
Eric D. Lelmer	302 1st Street	4-12-11
Mike Ben	1635 20th	4-12-11
Janice Ottoma	407 Seefield St	4-12-11

**POST OFFICE TARGETED
FOR CLOSING OR CONSOLIDATION PETITION SIGNATURES**

SIGNATURE	ADDRESS	DATE
Ruth M. Hagan	501 Washington Alford	3-31-11
Paul Schmitt	403 2nd St Alford	3-31-11
Dana Rose	307 3rd St Alford	3-31-11
Julianne E. Hagan	465 1st St Alford	3-31-11
Marianne Jahn	2524 240th Alford	4-1-11
Clarence Boen	2525 210th Alford	4-1-11
Jan Stigfalt	403 2nd St Alford	4-1-11
Deane Kaskin	301 Park Ave Alford	4-1-11
Mike Kaskin	402 2nd St Alford	4-1-11
Ashley Ten	2092 Dove Ave. Alford	4-1-11
Shari Smith	306 Washington Ave Alford	4-1-11
Mervyn Newborg	502 S. Main St. Alford	4-1-11
Sue Nager	105 M. St Alford	4-1-11
Mark C. Orr	401 Seafield St Alford	4-1-11
Mark Kopp	103 Main St Alford	4-1-11
Marlyn Van Hill	2133 Eagle Ave Alford	4-1-11
B. L. D. B. B.	506 3rd St Alford	4-1-11
Imy Keadam	1831 Eagle Ave Alford	4-1-11
Jessica Peterson	2043 Elmwood Ave Alford	4-2-11
Jan Kille	2525 20th St Alford	4-2-11
Lowell Bacher	2047 Ogwood Ave, Alford	4-2-11
Ray Pharo	2661 20th St RR	4-2-11
Elmer Philvoldt	307 2nd St Alford	4-2-11
Nelson Van Bock	2138 Oppen Ave Inwood, IA	4-4-11
CHESEBOROUGH	Royal Ridge Apt. 22	4-5-11
Freddie Langford	2548-240th St 51230	4-5-11
Alfred E. R. V. P.	Box 117	4-5-11
Jackie Krabbel	2264 180th St. Alford 51230	4-6-11

1352904-5103
27
6

POST OFFICE TARGETED FOR CLOSING OR CONSOLIDATION PETITION

DISTRICT MANAGER,
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE
DES MOINES, IOWA 50318

We, the citizens and customers of the **ALVORD** Post Office hereby protest any change in the present status of our post office.

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The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,

Customers of the **ALVORD** Post Office

SIGNATURE	ADDRESS	DATE
Don Thuesen	1946 fig ave alvord Ia	4-1-11
Jason Boen	502 Seefield St, Alvord IA	3-31-11
Wendy Boen	2039 hawc	3-31-11
Larry Hein	2460 170 st Alvord 51230	
Bonnie Nagel	305 Park Ave 51230	3-31-11
Darryl Nankel	201 Main St. Alvord 51230	3-31-11
Elaine C. Hodgson	501 Washington Alvord 51230	3-31-11
Bonnie Nagel	508 - 2nd St, Alvord 51230	3-31-11
Corille Boen	502 Seefield St, Alvord, IA 51230	3-31-11
Stacy Vogelhang	103 3rd St. Alvord, IA 51230	3-31-11
Robert Thiborg	401 2nd ST. ALVORD IA 51230	3-31-11

LET NO 1352904-51230

NO 28

MARKETING

to congressman



UNITED STATES
POSTAL SERVICE

May 6, 2011

Andrea Easter
Honorable Steve King
306 Grand Ave
PO Box 650
Spencer, IA 51301-0650

Dear Congressman King:

This is in response to your inquiry on behalf of your constituent, Mr. Robert Newborg, regarding the possible closing of the Alvord Post Office.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Alvord Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Additionally, before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for allowing me to address your constituents concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA105124973

cc: Barb Hollenbeck, OIC, Alvord, IA
Kent Gochenour, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

March 31, 2011

Representative Steve King
1432 Longworth House Office Building
Washington, D.C. 20515

Dear Representative King,

The U.S. Postal service has informed your constituents in Alvord that they are performing a study for the discontinuance of the Alvord Post Office. They have stated that since the Post Office has no Postmaster and the workload has declined, that they feel the maintenance of an independent office at the Alvord Post Office may not be warranted.

The U.S. Postal Service is proposing the creation of rural and cluster boxes in Alvord with services provided by a rural carrier out of Rock Rapids, which is 13 miles away. This is not the type of service envisioned when Congress required the Postal Service to provide "a maximum degree of effectiveness and regular mail service to rural areas, communities and small towns". This type of service would require us to await our carrier's arrival at our mail boxes in order to get basic retail postal services. We would have to travel miles to mail packages and get money orders. This is not what your constituents in Alvord want.

The U.S. Postal service is holding a town meeting on Thursday, April 14, 2011 from 6:00 to 7:00 pm at the Alvord community center. It would be greatly appreciated if you could be present to help us fight to keep our Post Office.

We appreciate your concern about your constituents in Alvord, and hope that you will aggressively fight to protect the Alvord Post Office.

Sincerely,

Robert Newberry

LET NO. 1352904-51230
NO 25
3
MARKETING



May 6, 2011

Andrea Easter
Honorable Steve King
306 Grand Ave
PO Box 650
Spencer, IA 51301-0650

Dear Congressman King:

This is in response to your inquiry on behalf of your constituent, Ms. Janet Newborg, regarding the possible closing of the Alvord Post Office.

Hawkeye District officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a study to discontinue operations at the Alvord Post Office. The review is ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

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Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA105124872

cc: Barb Hollenbeck, OIC, Alvord, IA
Kent Gochenour, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

March 31, 2011

Representative Steve King
1432 Longworth House Office Building
Washington, D.C. 20515

Dear Representative King,

The U.S. Postal service has informed your constituents in Alvord that they are performing a study for the discontinuance of the Alvord Post Office. They have stated that since the Post Office has no Postmaster and the workload has declined, that they feel the maintenance of an independent office at the Alvord Post Office may not be warranted.

The U.S. Postal Service is proposing the creation of rural and cluster boxes in Alvord with services provided by a rural carrier out of Rock Rapids, which is 13 miles away. This is not the type of service envisioned when Congress required the Postal Service to provide "a maximum degree of effectiveness and regular mail service to rural areas, communities and small towns". This type of service would require us to await our carrier's arrival at our mail boxes in order to get basic retail postal services. We would have to travel miles to mail packages and get money orders. This is not what your constituents in Alvord want.

The U.S. Postal service is holding a town meeting on Thursday, April 14, 2011 from 6:00 to 7:00 pm at the Alvord community center. It would be greatly appreciated if you could be present to help us fight to keep our Post Office.

We appreciate your concern about your constituents in Alvord, and hope that you will aggressively fight to protect the Alvord Post Office.

Sincerely,

Janet Newberg

REF NO
NO

1352904-51230

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5

MARKETING



UNITED STATES
POSTAL SERVICE

May 20, 2011

Andrea Easter
Honorable Steve King
PO Box 650
Spencer, IA 51301-0650

Dear Congressman King:

This is in response to your inquiry on behalf of your constituent, Robert Sullivan, regarding the status of the Alvord Post Office.

I appreciate your interest in ensuring that the residents of the Alvord community continue to have convenient access to essential postal services.

The Postal Service is currently conducting a review of postal operations at the Alvord Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your constituents concerns. Should you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA105237060

cc: Barb Hollenbeck, Officer In Charge, Alvord, IA
Kent Gochenour, Manager, Post Office Operations
Sara Lindauer, Post Office Review Investigator

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Representative Steve King
1131 Longworth Office Bldg
Washington, DC 20515
Dear Mr. King

Alvord, IA
4-15-11

Last night (April 14) there was a gathering in the Alvord town hall of Alvord Post Office patrons and Postal officials regarding the proposed closing of the Alvord Post Office. There were a great many supporters of our post office in attendance and many of them spoke in support of keeping it open. The postal officials admitted that it would not be a cost saving venture to close the office, but it seems that, in spite of many testimonials regarding the need of keeping it open, there is a determined effort on the part of higher authorities to close many small offices. We have a good Officer in Charge who is doing a bang up job of ministering to the needs of the customers, and has actually increased the sales. The representative of the Postal Service said that finances were of no concern in the manner, so it seems that someone in higher authority has a vendetta against small offices.

In view of all this, would you please use your Congressional influence to persuade those in charge of this procedure to let us keep our post office? We have had many losses in recent years, including our school, many businesses and our Catholic church. Now they want to take our post office. They are, in effect, killing our town. We are real people here just as in large communities and have a right to keep our services as well as any other community.

Any effort on your part to help us will be greatly appreciated and I would like to thank you in advance.

Sincerely,
Robert L. Sullivan
2191 Elder Avenue
Alvord, IA 51230

Robert L. Sullivan

LETTER
NO

1352904-51234

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1

MARKETING



UNITED STATES
POSTAL SERVICE

May 20, 2011

Andrea Easter
Honorable Steve King
PO Box 650
Spencer, IA 51301-0650

Dear Congressman King:

This is in response to your inquiry on behalf of your constituent, Robert Hodgson, regarding the status of the Alvord Post Office.

I appreciate your interest in ensuring that the residents of the Alvord community continue to have convenient access to essential postal services.

The Postal Service is currently conducting a review of postal operations at the Alvord Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your constituents concerns. Should you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA105237178

cc: Barb Hollenbeck, Officer In Charge, Alvord, IA
Kent Gochenour, Manager, Post Office Operations
Sara Lindauer, Post Office Review Investigator

March 31, 2011

Representative Steve King
1432 Longworth House Office Building
Washington, D.C. 20515

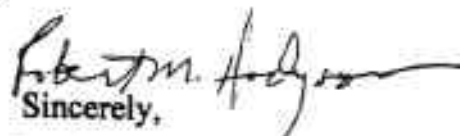
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The U.S. Postal Service is proposing the creation of rural and cluster boxes in Alvord with services provided by a rural carrier out of Rock Rapids, which is 13 miles away. This is not the type of service envisioned when Congress required the Postal Service to provide "a maximum degree of effectiveness and regular mail service to rural areas, communities and small towns". This type of service would require us to await our carrier's arrival at our mail boxes in order to get basic retail postal services. We would have to travel miles to mail packages and get money orders. This is not what your constituents in Alvord want.

The U.S. Postal service is holding a town meeting on Thursday, April 14, 2011 from 6:00 to 7:00 pm at the Alvord community center. It would be greatly appreciated if you could be present to help us fight to keep our Post Office.

We appreciate your concern about your constituents in Alvord, and hope that you will aggressively fight to protect the Alvord Post Office.


Sincerely,

Elaine C. Hodgson

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1352904-51730
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June 7, 2011

The Honorable Charles E. Grassley
United States Senator
120 Federal Courthouse Building
320 6th Street
Sioux City, IA 51101-1244

Dear Senator Grassley:

This responds to your April 21 letter on behalf of the residents of Alvord, regarding the Post Office in that community.

Thank you for sharing your constituents' concerns about the Alvord Post Office. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Alvord Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the Independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

LETTER
NO.

1352904-51234
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Page 2

Please be assured that any decision to discontinue operations at the Alvord Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

Thank you for writing. If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

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United States Senate

CHARLES E. GRASSLEY
WASHINGTON, DC 20510-1601

[illegible]

April 21, 2011

Ms. Marie Therese Dominguez
Vice President, Governmental Relations
U.S. Postal Service
475 L'Enfant Plaza SW, Room 10804
Washington, DC 20260-3500

Dear Ms. Dominguez:

I have enclosed copies of the letters which I received from the citizens of Alford, Iowa regarding the current USPS study about the possible discontinuance of the Alvord Post Office.

I would appreciate your assistance in this matter by adding these letters to the Alvord file and considering them in your final review. Please send a reply to my Sioux City office, Attn: Jacob Rossman, 120 Federal Courthouse Building, 320 6th Street, Sioux City, Iowa 51101.

Your assistance is appreciated.

Sincerely,

Charles E. Grassley
United States Senator

CEG/ib
Enclosure

RAY, R. J., M. L. WILSON,
J. L. HICKS

Committee Assignments
AGRICULTURE
BUDGET
FINANCE

CO-CHAIRMAN,
INTERNATIONAL NARCOTICS
CONTROL CAUCUS

© 2004 Blackwell Publishing Ltd *Journal of Internal Medicine* 255: 105–112

Alford, La

April 9, 2011

Dear Senator Grassley,

Thru is my first time for writing a letter to my state senator and the reason is for asking your help in keeping our Post Office in our town of Alford, La.

My husband and I are in our 70's + 80's and live only 2 blocks away from the post office which is very convenient for us.

We have had a Post Office in our town since 1890. We are asking for your help in keeping our Post Office for the residents who are living here at present and for the future residents.

Thank You for your help

Henry + Mary Ann Basler
Alford, La

ETNC
NO

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March 31, 2011

Senator Charles Grassley
135 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Grassley,

The U.S. Postal service has informed your constituents in Alvord that they are performing a study for the discontinuance of the Alvord Post Office. They have stated that since the Post Office has no Postmaster and the workload has declined, that they feel the maintenance of an independent office at the Alvord Post Office may not be warranted.

The U.S. Postal Service is proposing the creation of rural and cluster boxes in Alvord with services provided by a rural carrier out of Rock Rapids, which is 13 miles away. This is not the type of service envisioned when Congress required the Postal Service to provide "a maximum degree of effectiveness and regular mail service to rural areas, communities and small towns". This type of service would require us to await our carrier's arrival at our mail boxes in order to get basic retail postal services. We would have to travel miles to mail packages and get money orders. This is not what your constituents in Alvord want.

The U.S. Postal service is holding a town meeting on Thursday, April 14, 2011 from 6:00 to 7:00 pm at the Alvord community center. It would be greatly appreciated if you could be present to help us fight to keep our Post Office.

We appreciate your concern about your constituents in Alvord, and hope that you will aggressively fight to protect the Alvord Post Office.

Sincerely,

408 S Main Street
Alvord, IA 51230

Mary Ann Boster
Alvord, Ia 51230

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March 31, 2011

Senator Charles Grassley
135 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Grassley,

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We appreciate your concern about your constituents in Alvord, and hope that you will aggressively fight to protect the Alvord Post Office.

Sincerely,

Henry Bosler Jr.

ETN
NC

1352904-5730

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PO BOX 169, 57 ELM STREET
Granville, IA 51022-0169

Dear Senator Grassley-

We are writing to you in regards to the situation of the Postal Service in small towns.

This is Iowa - can't problems like this be taken care of - do Iowa have to be penalized?

Compensation can not do everything - can't get packages from them.

Post Office is a way of life - in Iowa

- the life we still have in Iowa

- the life we want in Iowa

- the life we need in Iowa

We really don't want to get our mail out of State!

Thank you - Ann Cheryl Anderson 57 Elm Granville, Ia 51022

BTNL
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April 27, 2011

Senator Charles Grassley
320 6th Street
120 Federal Building
Sioux City, IA 51101

Dear Senator Grassley,

As I sure you are aware, the United States Postal Service (USPS), in their infinite wisdom, has decided that Alvord no longer needs to have a Post Office in town. They say that our workload is way down. They want us to travel 8 to 15 miles to neighboring towns to do our mailing. Alvord does not want this.

The USPS held its required town meeting, however, it sounded to me like they have already made up their minds. The postal review investigator, Sara Lindauer, actually told us that she would be very surprised if our Post Office stayed open. She said this at the town meeting where she stated that we were just under study for discontinuance, that it was not a sure thing. Sounded like a sure thing to me.

Alvord is growing. We have had 4 new businesses start up in town in the last year. One of these business owners said at the meeting that he mailed packages 2 to 3 times a week from the Alvord Post Office, spending \$200 to \$300 a week. Other businesses do daily business with the Alvord Post Office. Does this sound like our workload is down?

The only reason they are targeting the Alvord Post Office is because we do not have a Postmaster. Our Postmaster retired in February of 2010. The USPS has a hiring freeze, so our Postmaster Relief (PMR) was appointed as the Officer-in-Charge (OIC). This OIC has been doing the job of the Postmaster since his retirement. All the USPS has to do is appoint her the Postmaster. The USPS representatives at the meeting said that the freeze is still on, so they can't do that.

They have used figures that they are not spending here to state what they will be saving so much money if they closed us and carried our mail from another town. They were not even able to tell us which town would be our main carrier. They stated that Rock Rapids would not be able to do it and meet dispatch times. Inwood

was told the same thing. Routes would have to be rearranged for many many miles in order for mail to get back to a Post Office by dispatch time.

Our bank told us at the meeting that they bought \$20,000 worth of postage each year for their postage meter, which Alvord Post Office gets credit for. That's a lot of postage for a small town. The USPS representatives at the meeting said the study was using revenue from 2008, 2009, and 2010. With the new businesses in town, the revenue must be higher in 2011, but they won't report that. That doesn't seem fair to those of us who use our Post Office daily.

Alvord is also a town that has a large population of elderly. The closing of the Alvord Post Office would be a distinct hardship for them. Many of our elderly go to the Post Office daily to get their mail and mail out letters. They don't have access to the internet to buy stamps and print labels, as the representatives from the USPS have suggested we do. The Post Office is very important to them.

Our business owners would also find it a hardship. They mail all their bills, and receive all their checks here at the Post Office. The bank would either have to have their mail ready to go out by shortly after noon, (the USPS representatives are guessing that is the time our carrier will get here), or have someone drive their mail to the nearest Post Office before dispatch time. That would be a great hardship for the bank. Now, our mail has a box up time of 9:00 AM. If this discontinuance happens, the bank won't get their mail until around noon. This will not be good for their business.

The town of Alvord feels that the USPS is using these closings as a way to get Congress to approve the 5 day delivery that they are fighting for. Alvord residents say GIVE IT TO THEM. We would much rather get mail 5 days a week at our own Post Office than have to drive 9 to 15 miles to do our mailings 6 days a week.

The citizens of Alvord want to keep their Post Office. Fight for us! Help us keep our Post Office.

Thank you for your attention to this matter.



Guy Hollenbeck
PO Box 67
Alvord, IA 51230

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Senator Charles Grassley,

Sen from Iowa Ia. Of your
what down our p. it will cause
great hardship for a lot of us like
have no transportation. You need to hear
our pleas

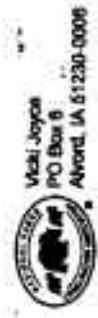
Vicki Joyce

P.S. We like have 10
voting members in
my family we voted for you
now vote for us



SIoux CITY IA 511

20 APR 2011 PM 2 T



Senator Charles Grassley
320 6th St
110 Federal Building
Sioux City, Ia 51101



51101+1203

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Senator Chuck Grassley
135 Hart Senate Office Bldg
Washington, DC20510
Dear Senator,

Alvord, IA
4-15-11

Last night (April 14) there was a gathering in the Alvord town hall of Alvord Post Office patrons and Postal officials regarding the proposed closing of the Alvord Post Office. There were a great many supporters of our post office in attendance and many of them spoke in support of keeping it open. The postal officials admitted that it would not be a cost saving venture to close the office, but it seems that, in spite of many testimonials regarding the need of keeping it open, there is a determined effort on the part of higher authorities to close many small offices. We have a good Officer in Charge who is doing a bang up job of ministering to the needs of the customers, and has actually increased the sales. The representative of the Postal Service said that finances were of no concern in the manner, so it seems that someone in higher authority has a vendetta against small offices.

In view of all this, would you please use your senatorial influence to persuade those in charge of this procedure to let us keep our post office? We have had many losses in recent years, including our school, many businesses and our Catholic church. Now they want to take our post office. They are, in effect, killing our town. We are real people here just as in large communities and have a right to keep our services as well as any other community.

Any effort on your part to help us will be greatly appreciated and I would like to thank you in advance.

Sincerely,
Robert L. Sullivan
2191 Elder Avenue
Alvord, IA 51230

Robert L. Sullivan

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ETNC
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1352901-51234
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June 10, 2011

Andrea Easter
Honorable Steve King
PO Box 650
Spencer, IA 51301-0650

Dear Congressman King,

This is in response to your inquiry on behalf of your constituent, Carolyn Hein, regarding the status of the Alvord Post Office.

I appreciate your interest in ensuring that the residents of the Alvord community continue to have convenient access to essential postal services.

The Postal Service is currently conducting a review of postal operations at the Alvord Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your constituents concerns. Should you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dennis McLaughlin".

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: CA105404689

cc: Barb Hollenbeck, Officer In Charge, Alvord, IA
Kent Gochenour, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

STEVE KING

Re: [redacted]

COMMITTEES

JUDICIARY

AGRICULTURE

SMALL BUSINESS

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1352904-51230
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Congress of the United States
House of Representatives
Washington, DC 20515-1505

June 6, 2011

Ms. Joni Martin
Congressional Liaison
United States Postal Service
PO Box 189996
Des Moines, Iowa 50318



Dear Ms. Martin,

I have been contacted by Ms. Carolyn Hein expressing concerns about closing the Alvord Post Office. I have enclosed a copy of the letter that I received outlining these concerns.

I would appreciate your assistance in this matter by providing any information that would be helpful to Ms. Carolyn Hein of Alvord. Please send a reply to Andrea Easter at P.O. Box 650, Spencer, IA 51301 or by e-mail at andrea.easter@mail.house.gov.

Your assistance is appreciated.

Sincerely,

Steve King

Steve King
Member of Congress

SK:ae

Enclosure

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Carolyn Hein
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Alvord, IA 51230

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1352904-51730
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June 3, 2011

Congressman Steve King
P.O. Box 650
Spencer, IA 51301

Dear Congressman King:

Recently I attended a meeting regarding the proposed closure of the United States Post Office in Alvord, Iowa. Present were many people from the community. My concern is for those people. They represent businesses, the rural elderly, as well as young people.

Why am I bothering to write a letter when the person who conducted the meeting said the purpose of the meeting was to gain public input and she would note our concerns and report them to the decisions makers in Washington, D.C. ? As the meeting neared its conclusion a member of the community asked that those items noted be reviewed with the group. We were told "There's no time for that. We have to wrap this up, people..." We never did learn what was noted. Also, I asked for an address to submit written comments, but the leader of the meeting had no names or addresses to give us.

The Post Office in a town such as Alvord is an integral part of its identity as well as a base of information. It is a method for communication which is being lost elsewhere due to the usage of internet facilities, e-mail, Face book, etc. The proposed closure would restrict communication among rural people. Those present at the meeting were strongly encouraged to use the internet to print postage, etc. Unfortunately a substantial number of the patrons do not have internet access. They usually communicate by regular mail and the telephone.

Currently the elderly or those with limited mobility are able to mail letters or packages without traveling a distance to do so. In the Post Office facility the mail is kept in a secure place; patrons are able to be in a secure safe environment while getting their mail.

For local businesses that mail numerous packages of different sizes and weights a local facility is invaluable.

For the local bank which mails numerous items and must maintain a reliable, timely schedule, the local post office is essential.

Those present at the meeting were assured that the same services would be offered as in the past, but perhaps in a different manner. One method proposed was a cluster box unit. We were assured that an individual patron and the postman would have sole access to a parcel box if a patron received a parcel that did not fit into the individual's mailbox. I am not sure how the key system works since I have not seen it in use. The Post Office would take care of maintenance and access to the boxes. Unfortunately the community would lose the secure safe environment the physical post office affords now. Also, the postal department would have the expense involved with maintaining accessibility during all seasons of the year as the cluster boxes would be exposed to the elements.

Thank you for listening to my concerns.

Sincerely,



Carolyn Hein

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

- ☒ Tell what we are doing and why.
- ☒ Is reason for discontinuance justified and documented in the record?
- ☒ If suspended, what type of alternate service customers are now receiving?
- ☒ Reason for vacancy and information on postmaster/OIC
- ☒ Number of customers and type of service they received and will receive.
- ☒ Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- ☒ Last three fiscal years of revenue and revenue units.
- ☒ Decline in service workload/reduction in EAS level, if appropriate.
- ☒ Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
- ☒ Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
- ☒ If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
- ☒ Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
- ☒ Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
- ☒ Information on petitions and congressional inquiries included with Postal Service responses.
- ☒ Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
- ☒ Advantages and disadvantages of proposed alternate service.
- ☒ Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

- ☒ Brief background of area, community government, population, etc.
- ☒ Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- ☒ Was Post Office used as meeting place?
- ☒ Was Post Office a shelter for a bus stop?
- ☒ Did the Post Office have a public bulletin board?
- ☒ Were government forms available at the Post Office?
- ☒ Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- ☒ What is the historical value of the office?
- ☒ Is an address change necessary?
- ☒ Will the community identity be preserved?
- ☒ What are the growth trends (flat, up, down)?
- ☒ Were any other nonpostal items identified?

Section III

Effect on Employees

- ☒ Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 11, Minimum, no COLA)

\$ 33168

Fringe benefits 33.5%

\$ 11111

Rental costs, excluding utilities

\$ 3600

Total annual costs

\$ 47879

Less estimated cost of replacement service

- 14253

Total annual savings

\$ 33626

A one-time expense of \$ 0 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By: [Signature]

Investigative Coordinator

6-10-11

Date

Reviewed and Certified By: [Signature]

District PO Review Coordinator

6-10-11

Date



08/10/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the ALVORD Post Office
Docket No. 1352904

This is to advise you that on 08/20/2011, I will post for public comment a proposal to close the ALVORD Post Office in Lyon, Congressional District No. 1A-05.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



06/13/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
ALVORD Proposal
Docket No. 1352904 - 51230

Please post the enclosed proposal to close the ALVORD Post Office in the lobby. The proposal must be posted in a prominent place from 06/20/2011 through close of business on 08/21/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

A handwritten signature in black ink, appearing to read "K. Lenane".

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 06/20/2011

Date of Removal: 08/21/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE ALVORD, IA POST OFFICE AND ESTABLISH SERVICE BY COMMUNITY POST OFFICE

To the customers of the Alvord Post Office:

The Postal Service is considering the close of the Alvord Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/20/2011 through 08/21/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Alvord Post Office, Doon Post Office and Rock Rapids Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

NET NO
NO

1352904-51230

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Date of Posting: 06/20/2011

Posting Round Date:

Date of Removal: 08/21/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE

DOCKET NUMBER 1352904 - 51230

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Alvord, IA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster position became vacant when the postmaster retired on February 03, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Alvord Post Office, an EAS-11 level, provides service from 07:30 - 11:30 12:30 - 16:15 Monday - Friday, 09:00 - 10:45 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 97 post office box or general delivery customers and 89 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 18 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by community post office. Office receipts for the last 3 years were: \$20,823 (54 revenue units) in FY 2008; \$21,123 (55 revenue units) in FY 2009; and \$19,594 (51 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 14, 2011, representatives from the Postal Service were available at Alvord Town Hall to answer questions and provide information to customers. 73 customer(s) attended the meeting.

On March 29, 2011, 195 questionnaires were distributed to delivery customers of the Alvord Post Office. Questionnaires were also available over the counter for retail customers at the Alvord Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 33 unfavorable, and 34 expressed no opinion.

One congressional inquiry was received on April 01, 2011.

A petition supporting the retention of the Alvord Post Office was received on April 14, 2011, with 120 signatures. If this proposal is implemented, delivery and retail services will be provided by the Rock Rapids Post Office, an EAS-18 level office. Window service hours at the Rock Rapids Post Office are from 08:30 16:30, Monday through Friday, and 08:00 10:00 on Saturday. There are 253 post office boxes available.

Retail service is also available at the Doon Post Office an EAS-13 level office, located nine miles away. Window service hours at Doon Post Office are from 07:30 16:15, Monday through Friday and 07:30 09:45 on Saturday. There are 39 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about package delivery and pickup
Response: Rural carriers will deliver packages that fit in your rural mail box or CBU parcel locker. If the package does not fit in the mail box or CBU parcel locker, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
2. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
3. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.
Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. **Concern:** Customers expressed concern about collection of outgoing mail.

Response:

Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. If cluster box units (CBU) are the chosen mode of delivery, an outgoing collection area will be located within the CBU for outgoing mail which will be picked up by the carrier daily.

5. **Concern:**

Customers felt the route should emanate from Inwood because that office is closer.

Response:

Having Rock Rapids at the administrative office is simply a proposal at this time. We will carefully review to ensure that the most cost-efficient service for the Postal Service is provided.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Alvord Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

8. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Alvord Post Office.

Response:

Courteous and helpful service will be provided by the personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

9. **Concern:**

Customers were concerned about later delivery of mail.

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

10. **Concern:**

Customers were concerned about later delivery of mail.

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We apologize for any inconvenience this may cause in the event of a discontinuance.

11. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. CBUs provide the security of individually locked mail compartments.

12. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units also provide a locked compartment.

13. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units are also being considered which are individually locked mail compartments that add additional security.

14. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster Box Units are also being considered which are individual lock mail compartments. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

15. **Concern:**

Customers were concerned about mailing packages.

Response:

As with all package mailers, we highly encourage you to take advantage of our online services which will allow you to apply postage to your packages at your business and schedule the carrier to pick up the packages. Not only is it more convenient than going to the Post Office, but you can also save money for our online services are at a discount. Please visit www.usps.com for further information as to how we can save you more money by taking advantage of this alternate. You may also contact your local Post Office for more information.

16. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels

Response:

If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party

17. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

18. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

19. **Concern:**

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

20. **Concern:**

Customers were concerned that the Postal Service is wasting money on advertising.

Response:

Customers were concerned about the amount of advertising the Postal Service performs. Advertising is a necessary measure to ensure that America is educated about what types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

21. **Concern:**

Customers were concerned that they would have to drive to pick up their mail.

Response:

The rural carrier will be serving the area of Alvord in the event of the discontinuance. Customers would be required to install a mailbox at a designated location or the Postal Service would install cluster box units in the community. All customers within the community would be eligible for rural delivery. Your mail will be delivered each day to the chosen mode of delivery so the daily drive to Rock Rapids will not be necessary.

22. **Concern:**

Customers wondered if the Postal Service would consider shortening the hours at the Alvord Post Office instead of a discontinuance.

Response:

Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

23. **Concern:**

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

24. **Concern:**

You were concerned about having to travel to another post office for service.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

25. **Concern:**

Customer expressed a concern about package delivery.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

26. **Concern:**

Customer were concerned that the Postal Service would only provide one pickup of mail a day.

Response:

The carrier that serves the community will provide delivery and pickup of mail once a day. Those wishing to dispatch mail later in the day will be required to travel to a nearby Postal facility to have that mail entered into the mailstream the same day. The Postal Service apologizes for any inconvenience to those wishing to have pickup later in the day.

27. **Concern:**

Customers asked why the Postal Service would not consider hour reduction before a complete discontinuance.

Response:

The Postal Service does not consider hour reduction when there is a more cost efficient means of provide service to the community such as rural delivery.

28. **Concern:**

Customers expressed concern about large volume of package pickups.

Response:

The Postal Service will accommodate the needs of the customers as needed. The carrier pickup program informs the Postal Service early in the day as to what type of volume a mailer will have and can prepare for that pickup as necessary.

29. **Concern:**

Customers questioned as to if the Postal Service is looking at other ways to cut expenses.

Response:

The Postal Service has been looking at every means to reduce expenses. Districts have been consolidated, stations are being looked at for discontinuance, positions are being eliminated at higher levels to name a few of those means.

30. **Concern:**

Customers questioned as to if the rural carrier could handle the extra workload and if the carrier would get overtime as a result.

Response:

Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee.

31. **Concern:**

Customers questioned as to why the government doesn't step in a give the Postal Service a bailout?

Response:

The Postal Service has not asked for a bailout. However, they have asked for the flexibility to consider 5 day delivery and changes to the requirement to prefund the retirement account. Congress has yet to address these issues.

32. **Concern:**

Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.

Response:

The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.

33. **Concern:**

Customers questioned as to why we were looking at small post office closings when it would result in such a small savings in the overall financial picture.

Response:

The Postal Service is seeking means to be more efficient at every level whether the cost savings is large or small.

34. **Concern:**

Customers questioned if the Postal Service would consider having one postmaster to overlook a series of several post offices.

Response:

Many proposals are being considered at this point to look at means of performing our business in a more cost efficient way. One manager over several offices is one of those proposals that are being considered.

35. **Concern:**

Customers stated that the locks freeze on the CBUs when it snows.

Response:

Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their lock.

36. **Concern:**

Customers were concerned about a change of ZIP Code

Response:

Customers will maintain Alvord, IA 51230 in their address. However, the PO Box address would be eliminated and customers will be required to use their physical address if they wish to have delivery within the community.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Alvord is an incorporated community located in Lyon County. The community is administered politically by Mayor and Council. Police protection is provided by the Lyon County Sheriff. Fire protection is provided by the Alvord Fire Department. The community is comprised of Commuters, retirees, self employed individuals, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Knobloch Automated Machine, Vander Brink Trucking, Lefoux Trucking, Boer Insurance, American State Bank, Trackside Repair, Meyer Construction, Nagel Construction, Farmers elevator, Rainside Cafe, JKA Parts, Destiny Youth Ranch, Rose Photography, VanderBrink Design, Direct Liquor, Boer Trucking, Attema Trucking. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Alvord Post Office will be available at the Rock Rapids Post Office. Government forms normally provided by the Post Office will also be available at the Rock Rapids Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer were concerned about the loss of the community bulletin board. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences. |
| 2. Concern: | Customers felt the loss of a post office would have a detrimental effect on the business community |
| Response: | Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued. |
| 3. Concern: | No Concern |
| Response: | |
| 4. Concern: | Customers were concerned that the Postal Service would not be able to accommodate future business growth. |
| Response: | Research has shown that there is little projected growth in the community. Rural delivery will be able to accommodate the extra deliveries. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on February 03, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 33,686 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 3,660</u>
Total Annual Costs	\$ 47,939
Less Annual Cost of Replacement Service	<u>- \$ 14,253</u>
Total Annual Savings	<u>\$ 33,686</u>

V. OTHER FACTORS

There was a total of 6 congressional requests received on the following dates: 4/1/2011 (3), 4/16/2011, 4/21/2011, 6/9/2011.

VI. SUMMARY

The Postal Service is proposing to close the Alvord, IA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster retired on February 03, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by community post office.

The Alvord Post Office provided delivery and retail service to 97 PO Box or general delivery customers and 89 delivery route customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$33,686 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Alvord Post Office, Doon Post Office and Rock Rapids Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KENT GOCHENOUR
Manager, Post Office Operations

06/20/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



08/15/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/21/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Karen Lenane".

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

1352904-51230

36
1

Date of Posting: 06/20/2011

Posting Round Date:



Date of Removal: 08/21/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE

DOCKET NUMBER 1352904 - 51230

T NO.

1352904-51230

T NO.

30

Date of Posting: 06/20/2011

2

Submit As Reviewed

Date of Removal: 08/21/2011



PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE

DOCKET NUMBER 1352904 - 51230

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Alvord, IA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster position became vacant when the postmaster retired on February 03, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Alvord Post Office, an EAS-11 level, provides service from 07:30 - 11:30 12:30 - 16:15 Monday - Friday, 09:00 - 10:45 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 97 post office box or general delivery customers and 89 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 18 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by community post office. Office receipts for the last 3 years were: \$20,823 (54 revenue units) in FY 2008; \$21,123 (55 revenue units) in FY 2009; and \$19,594 (51 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On April 14, 2011, representatives from the Postal Service were available at Alvord Town Hall to answer questions and provide information to customers. 73 customer(s) attended the meeting.

~~1352904~~
1352904-51230
30
3

Date of Posting: 06/20/2011

Posting Round Date:



Date of Removal: 08/21/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE

DOCKET NUMBER 1352904 - 51230

Date of Posting: 06/20/2011

Date of Removal: 08/21/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE



To the customers of the Alvord Post Office:

The Postal Service is considering the close of the Alvord Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/20/2011 through 08/21/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Alvord Post Office, Doon Post Office and Rock Rapids Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

1352904-51230

Date of Posting: 06/20/2011

Date of Removal: 08/21/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE

To the customers of the Alvord Post Office:

The Postal Service is considering the close of the Alvord Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/20/2011 through 08/21/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Alvord Post Office, Doon Post Office and Rock Rapids Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

1352904-51230
38
6

Date of Posting: 06/20/2011

Date of Removal: 08/21/2011



UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE**



To the customers of the Alford Post Office:

The Postal Service is considering the close of the Alford Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/20/2011 through 08/21/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Alford Post Office, Doon Post Office and Rock Rapids Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date: 08/22/2011

Postal Customers of the Alvord Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Alvord Post Office, which was posted 06/20/2011 through 08/21/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Alvord Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,



KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



09/06/2011

BRANDI JANSSEN
PO BOX 36
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You stated that the American State Bank was not mentioned in the proposal as being a meter customer. The proposal does state in section I, paragraph 5 that there is one meter customer. The Post Office Survey sheet, item number 15 of the record, also states that this customer is American State Bank.
- You were concerned that some items that were brought up at the community meeting were not included in the proposal. The proposal is a summary of all the information that was gathered throughout the investigative phase of the study. All responses to specific questions raised on the questionnaires and on the comment forms will be included in the study. It is impossible to list every individual comment and concern raised at the community meeting. As a result, a summary of the questions and concerns were included in the community analysis which can be found in the community meeting analysis.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kent Gochanour".

Kent Gochanour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

- Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
The closing of the Alvord Post Office would greatly affect me. I would be forced to drive 8-15 miles to a post office to mail packages or to pick up packages that I have ordered with 3 kids to pick up in the car each time I have to go, this would cause me great hardship.
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Alvord has a good number of businesses for a small town. Many of these businesses use the post office for their billing and receiving of payments. Some also mail out packages that would necessitate a trip to another town when they themselves are trying to help keep Alvord alive by using the local businesses. By closing Alvord Post Office you are helping to kill our town.
- Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
At the Town meeting, the American State Bank president mentioned that they use a postage meter from the Alvord post office that uses over 20 thousand dollars in postage each year. Yet when I thumbed threw the proposal at the Alvord Post Office, no mention of this customer was made.

Brandi Kassen
Name of Postal Customer

Brandi Kassen
Signature of Postal Customer

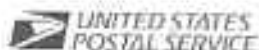
PO Box 36
Mailing Address

Alvord IA 51230
City, State, and ZIP Code

8-3-11
Date

more on back

There was a page that stated that Alford ^{1352 907-51730} had ³⁸ no posted meter customers. I also noted ^{1b} that some things that were mentioned at the town meeting were not even brought up in the proposal. It seems that the postal representatives only wrote down the things that they wanted to write down and just ignored the rest. The businesses in Alford rely on the Alford Post Office as a part of their successful business, you don't seem to care that you may be dragging these businesses down by causing them to incur more expenses just to save you 1% of the budget that is used to keep small post offices open.



08/06/2011

STEPHEN SNYDERS
402 CLEVELAND AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kent Gochenour".

Kent Gochenour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We would have to go out of our way to buy stamps. I suppose we could just start sending letters and paying bills online like everyone else.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of morale as a town.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I believe it would be wise to consider that the OIC only makes \$20,000.

Stephen Sniders

Name of Postal Customer

Stephen Sniders

Signature of Postal Customer

402 Cleveland Ave

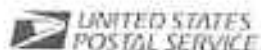
Mailing Address

Alvord IA 51230

City, State, and ZIP Code

6/24/2011

Date



09/06/2011

JOHN ATTEMA
PO BOX 51
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kent Gochenour".

Kent Gochenour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

NONE
We will not be able to send out or buy postage when ever we need them. There will be a days wait for every need. You can't beat the wonderful service this town has had for years and years.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our business will not have same day send out unless we drive out of town. We can't all leave our business for 45 min to 1 hr.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Our post office is doing a good job for everyone. Also it is paying it's way which is more then can be said for some. I believe closing our post office will be a hardships for senior citizens. A rural carrier

John Attema

Name of Postal Customer

John Attema

Signature of Postal Customer

Box 51

Mailing Address

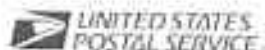
Alvord, Ia 51230

City, State, and ZIP Code

7-8-2011

Date

can't cover all the services of our post office.



09/06/2011

ELAINE C HODGSON, RM HODGSON
PO BOX 3
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kent Gochenour".

Kent Gochenour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We do not need a postmaster just to satisfy a Union - the OIC seems to be doing a great job and saving the postal system money.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

All we hear from the postal service is rhetoric - some things over and over with no solutions. Listen to what your customers are saying.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Am Really Fed up with pencil-headed bean counters justifying their employment by a fuddle-headed bureaucracy. What makes them the arbiters of what a small town community needs or can do without? Save 330,000 plus - get real!!

Name of Postal Customer

Box #3

~~Elaine C. Hodgson~~
Elaine C. Hodgson

Signature of Postal Customer

~~Elaine C. Hodgson~~
Elaine C. Hodgson

Mailing Address

Alvord, TN 37030

City, State, and ZIP Code

Date

July 11



09/06/2011

JANET NEWBORG
PO BOX 104
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenana at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kent Gachencour".

Kent Gachencour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I suppose our mail service would be OK but the idea of having another business on our Main Street. I think its going to be costly setting up the cluster boxes and paying someone to deliver mail to them. Why can't you let them be and work on a different solution. You could have saved money by not putting all these boxes.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. I think there could be

a possibility of ~~some~~ growth in our population due to the casino. I don't feel people would want to move here because the post office would be closed.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. I wonder

why you ask for our comments when you already know they won't make a difference. Do you even care about us + our town? I think not.

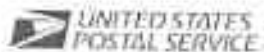
Janel Newborg
Name of Postal Customer

Janel Newborg
Signature of Postal Customer

401 2nd St PO Box 104
Mailing Address

Alvord, Or 971230
City, State, and ZIP Code

6-24-11
Date



08/06/2011

ROBERT SULLIVAN
2181 ELDER AVE
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about a change in dispatch. The rural carrier is required to ensure that all mail picked up is dispatched the same day. It will be the same as if you dropped your mail in the collection box outside the Post Office. The only difference will be that pickup may be earlier in the day.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community has been adversely affected. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kent Gochenour".

Kent Gochenour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
I pay all my bills through the Post Office. Any change in the dispatch or delivery of the mail would be extremely detrimental to my way of life. If this office is closed, I will be forced to use the Internet, which will only add to USPS issues.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
Our little town is struggling to stay alive. We lost our school and one of our two churches. Our bank is a great asset to the Postal Service, buying about \$20,000 in postage per year. A couple of other businesses also use the Postal Service a great deal and they should certainly be considered.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
As a retired postal clerk, I can assure you that small offices are a great asset and not a liability. I have observed instances where the losses were incurred at the highest levels of management, not the small offices. Closing offices such as ours would be equivalent to killing the goose that laid the golden eggs.
Our people are every bit as important as those in large cities.

Name of Postal Customer

Robert L. Sullivan

Signature of Postal Customer

Robert L. Sullivan

Mailing Address

2151 Elder Ave. - Alvord, IA 51230

City, State, and ZIP Code

Date

8-17-11



09/06/2011

GUY HOLLENBECK
PO BOX 67
ALVORD, IA 51230

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Alvord Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. The carrier will ensure that all packages are pickup even if a second trip is necessary.
- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- You were concerned about the rural route being able to absorb the extra deliveries. Careful analysis of the routes have been performed in restructuring the routes. That care analysis will continue as new deliveries are added. Most rural routes have some room for growth. In the event all surrounding routes are full, an auxiliary route will be added to take on the excess. This will be performed by an existing employee. As a result, another carrier will not be hired for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Kent Goehner
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ALVORD Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

there are no favorable effects when closing a post office. I don't believe the mail will be delivered on time, Can you ~~see~~ see one carrier picking up enough packages to fill the vehicle being driven.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

the closing will effect any business that has mailing that are time sensitive. Our bank has a metering system for their mailing (daily) The Post office issues money orders that are available to customers on longer opening hours.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Since the begining of this study, The Rock Post Office and the ~~Rock~~ Archwood office both have rearranged rural routes. This was needed to make ~~the~~ delivery to the new address on the Iowa & minnissato border. (over)

Guy Hollenbeck

Name of Postal Customer

Signature of Postal Customer

PO Box 67

Mailing Address

Alvord Ia 51230

City, State, and ZIP Code

8-19-11

Date

135274-5/230
I do not believe that any Post Office in
our area can absorb our P.O. Box and
rural routes without hiring another
carrier, this will cost more than leaving
our post office open. We have old business
and new ones that use the P.O. nearly
daily, and do not leave town for P.O.
use. These people like to support our
town business. (Post Office)

The study should really look at the
current customer usage (income) for
this P.O., not the past 3 yrs. as stated at
town meeting.

Customer usage is just another way to
say - income, which was not to be used
as a reason to close post offices



A. Office

Name: ALVORD State: IA Zip Code: 51230
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: LYON
EAS Grade: 11 Finance Number: 100243
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPQ ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 389-2802

Date: 08/06/2011
Fax No: (319) 389-5502

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaire distributed

11

Favorable comments

1

Unfavorable comments

5

No opinion expressed

0

Total comments returned

6

Postal Concerns

The following postal concerns were expressed:

1. Concern (Unfavorable)

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a eavesport. For carrier pick-up of packages, you can contact the Administrative Post Office, letting the carrier know that you have a package available for pick-up. The carrier can detour from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 15 pounds for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day, the carrier will provide change or a bill for the amount over the estimate. Packages over 15 pounds may be picked up if the postage was prepaid online or with a transferable meter.

2. Concern (Unfavorable)

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a eavesport. For carrier pick-up of packages, you can contact the Administrative Post Office, letting the carrier know that you have a package available for pick-up. The carrier can detour from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 15 pounds for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day, the carrier will provide change or a bill for the amount over the estimate. Packages over 15 pounds may be picked up if the postage was prepaid online or with a transferable meter. The carrier will ensure that all packages are picked up even if a second trip is necessary.

3. Concern (Unfavorable)

Customer was concerned that there was no mention of a meter customer in the proposal.

Response:

You stated that the American State Bank was not mentioned in the proposal as being a meter customer. The proposal does state in section I, paragraph 5 that there is one meter customer. The Post Office Survey team, item number 15 of the report also states that this customer is American State Bank.

4. Concern (Unfavorable)

Customers were concerned about change of dispatch.

Response:

You were concerned about a change in dispatch. The rural carrier is required to ensure that all mail picked up is dispatched the same day. It will be the same as if you dropped your mail in the collection box outside the Post Office. The only difference will be that mail may be earlier in the day.

5. Concern (Unfavorable)

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Rural customers do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already drop, check or purchase, or by calling 1-800-678-6868.

6. Concern (Unfavorable)

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because 99% of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location and carrier's line of travel determines the time of day mail is delivered. Time, of course, prohibits providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, 10,000 miles and fuel expenses are not a small cost. Special attention is made to ensure environmental measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the largest variable a route must cover. We do regret the inconvenience to customers and would like to deliver earlier, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provides access to their mail earlier and throughout the day.

7. Concern (Unfavorable)

Customers were concerned about senior citizens.

Response:

Carrier service is essential to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to residents without a Centralized Box Unit. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for handicapped owners of special customer needs. To request an exception for handicapped delivery, customers may contact the administrative postmaster for more information.

8. Concern (Unfavorable)

Customers were concerned about the rural routes being able to absorb the extra deliveries.

Response:

You were concerned about the rural route being able to absorb the extra deliveries. Careful analysis of the routes have been performed in restructuring the routes. That same analysis will continue as new deliveries are added. Most rural routes have some extra capacity. In the event all surrounding routes are full, an auxiliary route will be added to take on the excess. This will be performed by an existing employee. As a result, another carrier will not be hired for this purpose.

9. Concern (Unfavorable)

Customers were concerned that some items that were brought up at the meeting were not brought up in the proposal.

Response:

You were concerned that some items that were brought up at the community meeting were not included in the proposal. The proposal is a summary of all the information that was gathered throughout the meeting phase of the study. All responses to specific questions asked on the questionnaire and all the comments made will be included in the study. It is impossible to list every individual comment and summary based on the community meeting. As a result, a summary of the questions and

10. Concern (Unfavorable)
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (Unfavorable)

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.

2. Concern (Unfavorable)

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community has been adversely affected. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.

Concern (Unfavorable)

3. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be fast, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

4. Concern (Unfavorable)

Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

DOCKET NO.	<u>1352904-51230</u>
ITEM NO.	<u>41</u>
PAGE	<u>1</u>

Date of Posting: 06/20/2011

Posting Round Date:

Date of Removal: 08/21/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE ALVORD, IA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE
(REVISED)

DOCKET NUMBER 1352904 - 51230

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Alvord, IA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster position became vacant when the postmaster retired on February 03, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Alvord Post Office, an EAS-11 level, provides service from 07:30 - 11:30 12:30 - 16:15 Monday - Friday, 09:00 - 10:45 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 97 post office box or general delivery customers and 89 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 18 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by community post office. Office receipts for the last 3 years were: \$20,823 (54 revenue units) in FY 2008; \$21,123 (55 revenue units) in FY 2009; and \$19,594 (51 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On April 14, 2011, representatives from the Postal Service were available at Alvord Town Hall to answer questions and provide information to customers. 73 customer(s) attended the meeting.

On March 29, 2011, 195 questionnaires were distributed to delivery customers of the Alvord Post Office. Questionnaires were also available over the counter for retail customers at the Alvord Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 33 unfavorable, and 34 expressed no opinion.

One congressional inquiry was received on April 01, 2011.

A petition supporting the retention of the Alvord Post Office was received on April 14, 2011, with 120 signatures. If this proposal is implemented, delivery and retail services will be provided by the Rock Rapids Post Office, an EAS-18 level office. Window service hours at the Rock Rapids Post Office are from 08:30 16:30, Monday through Friday, and 08:00 10:00 on Saturday. There are 253 post office boxes available.

Retail service is also available at the Doon Post Office an EAS-13 level office, located nine miles away. Window service hours at Doon Post Office are from 07:30 16:15, Monday through Friday and 07:30 09:45 on Saturday. There are 39 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about package delivery and pickup |
| Response: | Rural carriers will deliver packages that fit in your rural mail box or CBU parcel locker. If the package does not fit in the mail box or CBU parcel locker, the carrier will deliver the package up to ¼ mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 2. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
| Response: | The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 3. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. |
| Response: | The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 4. Concern: | Customers expressed concern about collection of outgoing mail. |

- Response:** Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. If cluster box units (CBU) are the chosen mode of delivery, an outgoing collection area will be located within the CBU for outgoing mail which will be picked up by the carrier daily.
5. **Concern:** Customers felt the route should emanate from Irwood because that office is closer
- Response:** Having Rock Rapids at the administrative office is simply a proposal at this time. We will carefully review to ensure that the most cost-efficient service for the Postal Service is provided.
6. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Alvord Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.
8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Alvord Post Office.
- Response:** Courteous and helpful service will be provided by the personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.
9. **Concern:** Customers were concerned about later delivery of mail
- Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
10. **Concern:** Customers were concerned about later delivery of mail
- Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We apologize for any inconvenience this may cause in the event of a discontinuance.
11. **Concern:** Customers were concerned about mail security

- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. CBUs provide the security of individually locked mail compartments.
12. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units also provide a locked compartment.
13. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units are also being considered which are individually locked mail compartments that add additional security.
14. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster Box Units are also being considered which are individual lock mail compartments. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.
15. **Concern:** Customers were concerned about mailing packages.
- Response:** As with all package mailers, we highly encourage you to take advantage of our online services which will allow you to apply postage to your packages at your business and schedule the carrier to pick up the packages. Not only is it more convenient than going to the Post Office, but you can also save money for our online services are at a discount. Please visit www.usps.com for further information as to how we can save you more money by taking advantage of this alternate. You may also contact your local Post Office for more information.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
17. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
18. **Concern:** Customers were concerned about obtaining services from the carrier

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

19. **Concern:**

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

20. **Concern:**

Customers were concerned that the Postal Service is wasting money on advertising.

Response:

Customers were concerned about the amount of advertising the Postal Service performs. Advertising is a necessary measure to ensure that America is educated about what types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

21. **Concern:**

Customers were concerned that they would have to drive to pick up their mail.

Response:

The rural carrier will be serving the area of Alvord in the event of the discontinuance. Customers would be required to install a mailbox at a designated location or the Postal Service would install cluster box units in the community. All customers within the community would be eligible for rural delivery. Your mail will be delivered each day to the chosen mode of delivery so the daily drive to Rock Rapids will not be necessary.

22. **Concern:**

Customers wondered if the Postal Service would consider shortening the hours at the Alvord Post Office instead of a discontinuance.

- Response:** Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.
23. **Concern:** You were concerned about having to travel to another post office for service.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
24. **Concern:** You were concerned about having to travel to another post office for service.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
25. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
26. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. The carrier will ensure that all packages are pickup even if a second trip is necessary.
27. **Concern:** Customer was concerned that there was no mention of a meter customer in the proposal.
- Response:** The customer stated that the American State Bank was not mentioned in the proposal as being a meter customer. The proposal does state in section I, paragraph 5 that there is one meter customer. The Post Office Survey sheet, item number 15 of the record, also states that this customer is American State Bank.
28. **Concern:** Customers were concerned about change of dispatch.
- Response:** The customer were concerned about a change in dispatch. The rural carrier is required to ensure that all mail picked up is dispatched the same day. It will be the same as if you dropped your mail in the collection box outside the Post Office. The only difference will be that pickup may be earlier in the day.
29. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

30. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

31. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

32. **Concern:**

Customers were concerned about the rural routes being able to absorb the extra deliveries.

Response:

The customer were concerned about the rural route being able to absorb the extra deliveries. Careful analysis of the routes have been performed in restructuring the routes. That care analysis will continue as new deliveries are added. Most rural routes have some room for growth. In the event all surrounding routes are full, an auxiliary route will be added to take on the excess. This will be performed by an existing employee. As a result, another carrier will not be hired for this purpose.

33. **Concern:**

Customers were concerned that some items that were brought up at the meeting were not brought up in the proposal.

Response:

The customer were concerned that some items that were brought up at the community meeting were not included in the proposal. The proposal is a summary of all the information that was gathered throughout the investigative phase of the study. All responses to specific questions raised on the questionnaires and on the comment forms will be included in the study. It is impossible to list every individual comment and concern raised at the community meeting. As a result, a summary of the questions and concerns were included in the community analysis which can be found in the community meeting analysis.

34. **Concern:**

Customer expressed a concern about package delivery.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

35. **Concern:** Customer were concerned that the Postal Service would only provide one pickup of mail a day.
- Response:** The carrier that serves the community will provide delivery and pickup of mail once a day. Those wishing to dispatch mail later in the day will be required to travel to a nearby Postal facility to have that mail entered into the mailstream the same day. The Postal Service apologizes for any inconvenience to those wishing to have pickup later in the day.
36. **Concern:** Customers asked why the Postal Service would not consider hour reduction before a complete discontinuance.
- Response:** The Postal Service does not consider hour reduction when there is a more cost efficient means of provide service to the community such as rural delivery.
37. **Concern:** Customers expressed concern about large volume of package pickups.
- Response:** The Postal Service will accomodate the needs of the customers as needed. The carrier pickup program informs the Postal Service early in the day as to what type of volume a mailer will have and can prepare for that pickup as necessary.
38. **Concern:** Customers questioned as to if the Postal Service is looking at other ways to cut expenses.
- Response:** The Postal Service has been looking at every means to reduce expenses. Districts have been consolidated, stations are being looked at for discontinuance, positions are being eliminated at higher levels to name a few of those means.
39. **Concern:** Customers questioned as to if the rural carrier could handle the extra workload and if the carrier would get overtime as a result.
- Response:** Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxillary route which would be served by an existing employee.
40. **Concern:** Customers questioned as to why the government doesn't step in a give the Postal Service a bailout?
- Response:** The Postal Service has not asked for a bailout. However, they have asked for the flexibility to consider 5 day delivery and changes to the requirement to prefund the retirement account. Congress has yet to address these issues.
41. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.
- Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.
42. **Concern:** Customers questioned as to why we were looking at small post office closings when it would result in such a small savings in the overall financial picture.
- Response:** The Postal Service is seeking means to be more efficient at every level whether the cost savings is large or small.
43. **Concern:** Customers questioned if the Postal Service would consider having one postmaster to overlook a series of several post offices.
- Response:** Many proposals are being considered at this point to look at means of performing our business in a more cost efficient way. One manager over several offices is one of those proposals that are being considered.
44. **Concern:** Customers stated that the locks freeze on the CBUs when it snows.

Response:

Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their lock.

45 **Concern:**

Customers were concerned about a change of ZIP Code

Response:

Customers will maintain Alvord, IA 51230 in their address. However, the PO Box address would be eliminated and customers will be required to use their physical address if they wish to have delivery within the community.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Alvord is an incorporated community located in LYON County. The community is administered politically by Mayor and Council. Police protection is provided by the Lyon County Sheriff. Fire protection is provided by the Alvord Fire Department. The community is comprised of Commuters, retirees, self employed individuals, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Alvord Fire Dept, Christ Lutheran Church, Alvord Gun Club, Knobloch Automated Machine, Vander Brink Trucking, Leloux Trucking, Boer Insurance, American State Bank, Trackside Repair, Meyer Construction, Nagel Construction, Farmers elevator, Rainside Cafe, JKA Parts Destiny Youth Ranch, Rose Photography, VanderBrink Design, Direct Liquor, Boer Trucking, Attema Trucking, Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Alvord Post Office will be available at the Rock Rapids Post Office. Government forms normally provided by the Post Office will also be available at the Rock Rapids Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer were concerned about the loss of the community bulletin board. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences. |
| 2. Concern: | Customers felt the loss of a post office would have a detrimental effect on the business community. |
| Response: | Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued. |
| 3. Concern: | Customers felt the loss of a Post Office would have a detrimental effect on the business community. |
| Response: | Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued. |
| 4. Concern: | Customers felt the loss of a Post Office would have a detrimental effect on the business community. |

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community has been adversely affected. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.

5. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

6. **Concern:**

Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

3. **Concern:**

Customers were concerned that the Postal Service would not be able to accommodate future business growth.

Response:

Research has shown that there is little projected growth in the community. Rural delivery will be able to accommodate the extra deliveries.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on February 03, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 33,686 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 3,660</u>
Total Annual Costs	\$ 47,939
Less Annual Cost of Replacement Service	<u>- \$ 14,253</u>
Total Annual Savings	<u>\$ 33,686</u>

V. OTHER FACTORS

There was a total of 6 congressionals received on the following dates: 4/1/2011 (3), 4/16/2011, 4/21/2011, 6/9/2011.

VI. SUMMARY

The Postal Service is proposing to close the Alvord, IA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster retired on February 03, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by community post office.

The Alvord Post Office provided delivery and retail service to 97 PO Box or general delivery customers and 89 delivery route customers. The daily retail window transactions averaged 19. There are one permit mailers or postage meter customers.


There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$33,686 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Rock Rapids Post Office and Doon Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.


KENT GOCHENOUR
Manager, Post Office Operations

06/20/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/29/2011
3. Post Office Name ALVORD		1. State and ZIP + 4 Code IA, 51230-7707		
4. District, Customer Service HAWKEYE RSC	5. Area, Customer Service WESTERN	6. County LVON	7. Congressional District IA-05	
8. Reason for Proposal to Discontinue Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied: 03/03/2010 b. <input checked="" type="checkbox"/> OGC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (100): Downgraded from EAS-11 d. No of Clerks-5 No of Clerks-6 No of Non-Career-1 e. No of Officers-0 No of Clerks-0 No of Non-Career-0		a. Time M-F: 07:30 - 11:30 12:30 - 16:15 Sat 09:00 - 10:45 Total Working Hours Per Week b. Lobby Time M-F 24 hours Sat 24 hours 99.75 c. Total 608 233		
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0 b. P.O. Box 67 c. City Delivery 0 d. Rural Delivery 88 e. Highway Contract Route Box 0 f. Total 155 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 18.8		Types of Mail Received (Deposited) a. First-Class 607 221 b. Newspaper 276 8 c. Parcel 13 5 d. Other 0 1 e. Total 608 233 f. No. of Postage Meters 1 g. No. of Permits 0		
Finance & FY 2009 2008 2010		Receipts \$ 20,620 \$ 21,123 \$ 19,596	b. EAS Step 1 PM Basic Salary (see Code) \$ 33,168	c. PM Fringe Benefits (33.5% of b.) \$ 11,111
15a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased or Licensed (Expiry Date) 01/01/2014 Annual Lease \$ 3000				
30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, must vacate by)				
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
15b. Explain				
17. Schools, Churches and Organization in Service Area No. 3 Alvord Fire Dept Christ Lutheran Church, Alvord Gun Club		18. Administrative/Managing Office (Proposed) Name: ROCK RAPIDS EAS Level 18 Miles Away 12.8 Window Service Hours: M-F 08:30-16:30 SAT 09:00-10:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 220		
19. Businesses in Service Area No. 16 Krogh's Automated Machine, Vander Brink Trucking, Laboux Trucking, Boer Insurance, American State Bank, Tractorside Repair, Meyer Construction, Nagel Construction, Farmers elevator, Railbide Cafe, JKA, Parts Distro, Youth Ranch, Rose Photography, VanderBrink Design, Direct Liquor, Boer Trucking, Adams Trucking		20. Nearest Post Office (if different from above) Name: DODGE EAS Level 15 Miles Away 9.8 Window Service Hours: M-F 07:30-16:15 SAT 07:30-09:45 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 89		
21. Prepared by				
Printed Name and Title SARA LINDAHLER PO District/Finance Coordinator Name KAREN LEMANE		Signature SARA LINDAHLER Location CEDAR RAPIDS, IOWA		Telephone No. AC () (319) 398-2902



09/06/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
ALVORD
Docket Number 1352904 - 51230

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in blue ink, appearing to read "Gail Duba".

GAIL DUBA
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code	ALVORD, IA, 51230-7707
EAS Level:	11
District:	HAWKEYE PFC
County:	LYON
Congressional District:	IA-05
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposal:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	57
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	57

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
02/03/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 1 Other Employees: 0
03/22/2011	District manager authorization to study.
03/29/2011	Questionnaires sent to customers. Number sent: 195 Number Returned: 70
04/14/2011	Analysis: Favorable: 3 Unfavorable: 12 No Opinion: 34
04/14/2011	Petition received. Number of signatures: 120
04/14/2011	Concerns expressed.
04/14/2011	Congressional inquiry received. Yes.
04/14/2011	Concerns expressed.
05/10/2011	Proposal and checklist sent to district for review.
06/10/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4820 attached).
06/10/2011	Proposal and invitation for comments posted and round-dated.
06/05/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable: 0 Unfavorable: 6 No Opinion: 0 6
None	Premature PRC appeal received.
	Concerns expressed.
08/29/2011	Updated PS Form 4820 completed (if necessary).
09/19/2011	Certification of the official record.
09/19/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
09/22/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
11/23/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal.
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to update AMS report.
	Discontinuance announced in Postal Bulletin No. Effective date:

Review Coordinator/person most familiar with the case:

KAREN LENANE
 Name Title
 KAREN LENANE
 District Post Office Review Coordinator

(318) 395-2902
 Telephone Number
 (318) 395-2902
 Telephone Number



09/19/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Alvord Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Kent Gochenour Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "W. Herrmann".

WILLIAM HERRMANN
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqsopps.usps.gov/public/dis/4E/P1352904.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

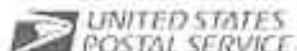
Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the ALVORD was received by 09/22/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.



10/24/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- ALVORD

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN – POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL:

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Radez at (202) 268-5062.

Thank you for your assistance.


Dean J. Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area

Date of Posting: 11/23/2011

Date of Removal: 12/25/2011

FINAL DETERMINATION TO CLOSE
THE ALVORD, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Alvord, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster position became vacant when the postmaster retired on February 03, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Alvord Post Office, an EAS-11 level, provides service from 07:30 - 11:30 12:30 - 16:15 Monday - Friday, 09:00 - 10:45 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 97 post office box or general delivery customers and 89 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 18 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$20,823 (54 revenue units) in FY 2008; \$21,123 (55 revenue units) in FY 2009; and \$19,594 (51 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On April 14, 2011, representatives from the Postal Service were available at Alvord Town Hall to answer questions and provide information to customers. 73 customer(s) attended the meeting.

On March 29, 2011, 195 questionnaires were distributed to delivery customers of the Alvord Post Office. Questionnaires were also available over the counter for retail customers at the Alvord Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 33 unfavorable, and 34 expressed no opinion.

One congressional inquiry was received on April 01, 2011.

A petition supporting the retention of the Alvord Post Office was received on April 14, 2011, with 120 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Rock Rapids Post Office, an EAS-18 level office. Window service hours at the Rock Rapids Post Office are from 08:30 16:30, Monday through Friday, and 08:00 10:00 on Saturday. There are 253 post office boxes available.

Retail service is also available at the Doon Post Office an EAS-13 level office, located nine miles away. Window service hours at Doon Post Office are from 07:30 16:15, Monday through Friday and 07:30 09:45 on Saturday. There are 39 post office boxes available for rent.

The proposal to close the Alvord Post Office was posted with an invitation for comment at the Alvord Post Office, Doon Post Office and Rock Rapids Post Office from June 20, 2011 to August 21, 2011. The following additional concerns were received during the proposal posting period:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about package delivery and pickup |
| Response: | Rural carriers will deliver packages that fit in your rural mail box or CBU parcel locker. If the package does not fit in the mail box or CBU parcel locker, the carrier will deliver the package up to 1/8 mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 2. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
| Response: | The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 3. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. |
| Response: | The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 4. Concern: | Customers expressed concern about collection of outgoing mail. |

Response:

Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. If cluster box units (CBU) are the chosen mode of delivery, an outgoing collection area will be located within the CBU for outgoing mail which will be picked up by the carrier daily.

5. **Concern:**

Customers felt the route should emanate from Inwood because that office is closer.

Response:

Having Rock Rapids at the administrative office is simply a proposal at this time. We will carefully review to ensure that the most cost-efficient service for the Postal Service is provided.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Alvord Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

8. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Alvord Post Office.

Response:

Courteous and helpful service will be provided by the personnel at the Rock Rapids Post Office and from the carrier. Special assistance will be provided as needed.

9. **Concern:**

Customers were concerned about later delivery of mail.

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

10. **Concern:**

Customers were concerned about later delivery of mail.

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We apologize for any inconvenience this may cause in the event of a discontinuance.

11. **Concern:**

Customers were concerned about mail security.

- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. CBUs provide the security of individually locked mail compartments.
12. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units also provide a locked compartment.
13. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster box units are also being considered which are individually locked mail compartments that add additional security.
14. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Cluster Box Units are also being considered which are individual lock mail compartments. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.
15. **Concern:** Customers were concerned about mailing packages.
- Response:** As with all package mailers, we highly encourage you to take advantage of our online services which will allow you to apply postage to your packages at your business and schedule the carrier to pick up the packages. Not only is it more convenient than going to the Post Office, but you can also save money for our online services are at a discount. Please visit www.usps.com for further information as to how we can save you more money by taking advantage of this alternate. You may also contact your local Post Office for more information.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
17. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
18. **Concern:** Customers were concerned about obtaining services from the carrier

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

19. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

20. **Concern:**

Customers were concerned that the Postal Service is wasting money on advertising.

Response:

Customers were concerned about the amount of advertising the Postal Service performs. Advertising is a necessary measure to ensure that America is educated about what types of services we provide. Many of our advertising efforts have been very successful in enticing customers to use our services.

21. **Concern:**

Customers were concerned that they would have to drive to pick up their mail.

Response:

The rural carrier will be serving the area of Alvord in the event of the discontinuance. Customers would be required to install a mailbox at a designated location or the Postal Service would install cluster box units in the community. All customers within the community would be eligible for rural delivery. Your mail will be delivered each day to the chosen mode of delivery so the daily drive to Rock Rapids will not be necessary.

22. **Concern:**

Customers wondered if the Postal Service would consider shortening the hours at the Alvord Post Office instead of a discontinuance.

- Response:** Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.
23. **Concern:** You were concerned about having to travel to another post office for service.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
24. **Concern:** You were concerned about having to travel to another post office for service.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
25. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
26. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. The carrier will ensure that all packages are pickup even if a second trip is necessary.
27. **Concern:** Customer was concerned that their was no mention of a meter customer in the proposal.
- Response:** The customer stated that the American State Bank was not mentioned in the proposal as being a meter customer. The proposal does state in section I, paragraph 5 that there is one meter customer. The Post Office Survey sheet, item number 15 of the record, also states that this customer is American State Bank.
28. **Concern:** Customers were concerned about change of dispatch.
- Response:** The customer were concerned about a change in dispatch. The rural carrier is required to ensure that all mail picked up is dispatched the same day. It will be the same as if you dropped your mail in the collection box outside the Post Office. The only difference will be that pickup may be earlier in the day.
29. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

30. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

31. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

32. **Concern:**

Customers were concerned about the rural routes being able to absorb the extra deliveries.

Response:

The customer were concerned about the rural route being able to absorb the extra deliveries. Careful analysis of the routes have been performed in restructuring the routes. That care analysis will continue as new deliveries are added. Most rural routes have some room for growth. In the event all surrounding routes are full, an auxiliary route will be added to take on the excess. This will be performed by an existing employee. As a result, another carrier will not be hired for this purpose.

33. **Concern:**

Customers were concerned that some items that were brought up at the meeting were not brought up in the proposal.

Response:

The customer were concerned that some items that were brought up at the community meeting were not included in the proposal. The proposal is a summary of all the information that was gathered throughout the investigative phase of the study. All responses to specific questions raised on the questionnaires and on the comment forms will be included in the study. It is impossible to list every individual comment and concern raised at the community meeting. As a result, a summary of the questions and concerns were included in the community analysis which can be found in the community meeting analysis.

34. **Concern:**

Customer expressed a concern about package delivery.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

35. **Concern:** Customer were concerned that the Postal Service would only provide one pickup of mail a day.
- Response:** The carrier that serves the community will provide delivery and pickup of mail once a day. Those wishing to dispatch mail later in the day will be required to travel to a nearby Postal facility to have that mail entered into the mailstream the same day. The Postal Service apologizes for any inconvenience to those wishing to have pickup later in the day.
36. **Concern:** Customers asked why the Postal Service would not consider hour reduction before a complete discontinuance.
- Response:** The Postal Service does not consider hour reduction when there is a more cost efficient means of provide service to the community such as rural delivery.
37. **Concern:** Customers expressed concern about large volume of package pickups.
- Response:** The Postal Service will accommodate the needs of the customers as needed. The carrier pickup program informs the Postal Service early in the day as to what type of volume a mailer will have and can prepare for that pickup as necessary.
38. **Concern:** Customers questioned as to if the Postal Service is looking at other ways to cut expenses.
- Response:** The Postal Service has been looking at every means to reduce expenses. Districts have been consolidated, stations are being looked at for discontinuance, positions are being eliminated at higher levels to name a few of those means.
39. **Concern:** Customers questioned as to if the rural carrier could handle the extra workload and if the carrier would get overtime as a result.
- Response:** Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee.
40. **Concern:** Customers questioned as to why the government doesn't step in a give the Postal Service a bailout?
- Response:** The Postal Service has not asked for a bailout. However, they have asked for the flexibility to consider 5 day delivery and changes to the requirement to prefund the retirement account. Congress has yet to address these issues.
41. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.
- Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.
42. **Concern:** Customers questioned as to why we were looking at small post office closings when it would result in such a small savings in the overall financial picture.
- Response:** The Postal Service is seeking means to be more efficient at every level whether the cost savings is large or small.
43. **Concern:** Customers questioned if the Postal Service would consider having one postmaster to overlook a series of several post offices.
- Response:** Many proposals are being considered at this point to look at means of performing our business in a more cost efficient way. One manager over several offices is one of those proposals that are being considered.
44. **Concern:** Customers stated that the locks freeze on the CBUs when it snows.

Response:

Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their lock.

45. Concern:

Customers were concerned about a change of ZIP Code

Response:

Customers will maintain Alvord, IA 51230 in their address. However, the PO Box address would be eliminated and customers will be required to use their physical address if they wish to have delivery within the community.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Alvord is an incorporated community located in LYON County. The community is administered politically by Mayor and Council. Police protection is provided by the Lyon County Sheriff. Fire protection is provided by the Alvord Fire Department. The community is comprised of Commuters, retirees, self employed individuals, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Alvord Fire Dept, Christ Lutheran Church, Alvord Gun Club, Knobloch Automated Machine, Vander Brink Trucking, Lefoux Trucking, Boer Insurance, American State Bank, Trakside Repair, Meyer Construction, Nagel Construction, Farmers elevator, Railside Cafe, JKA Parts Destiny Youth Ranch, Rose Photography, VanderBrink Design, Direct Liquor, Boer Trucking, Attema Trucking. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Alvord Post Office will be available at the Rock Rapids Post Office. Government forms normally provided by the Post Office will also be available at the Rock Rapids Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. Concern:

Customer were concerned about the loss of the community bulletin board.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences.

2. Concern:

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

3. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.
- Response:** Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.
4. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.
- Response:** Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community has been adversely affected. Questionnaire responses reveal that customers will continue to use local businesses if the Post Office is discontinued.
5. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
6. **Concern:** Customers were concerned about growth in the community.
- Response:** The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
7. **Concern:** Customers were concerned that the Postal Service would not be able to accommodate future business growth.
- Response:** Research has shown that there is little projected growth in the community. Rural delivery will be able to accommodate the extra deliveries.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on February 03, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 33,686 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 3,660</u>
Total Annual Costs	\$ 47,939
Less Annual Cost of Replacement Service	<u>- \$ 14,253</u>
Total Annual Savings	<u>\$ 33,686</u>

V. OTHER FACTORS

There was a total of 6 congressionals received on the following dates: 4/1/2011 (3), 4/16/2011, 4/21/2011, 6/9/2011.

VI. SUMMARY

This is the final determination to close the Alvord, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Rock Rapids Post Office, located 12 miles away.

The postmaster retired on February 03, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Alvord Post Office provided delivery and retail service to 97 PO Box or general delivery customers and 69 delivery route customers. The daily retail window transactions averaged 19. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$33,686 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Alvord Post Office, Doon Post Office and Rock Rapids Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Alvord Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Alvord Post Office, Doon Post Office and Rock Rapids Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

10/24/2011

Date



11/23/2011

OFFICER-IN-CHARGE/POSTMASTER
Alvord Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Alvord Post Office Final Determination
Docket No. 1352904 - 51230

Please post in the lobby the enclosed final determination to close the Alvord Post Office. The final determination must be posted in a prominent place from 11/23/2011 through close of business on 12/25/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 12/26/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

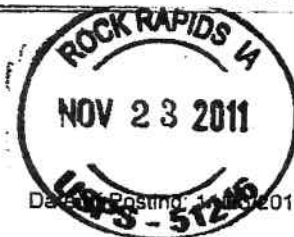
KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DEC-5-2011 09:14 FROM:

TO: 13193995502

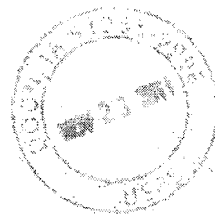
P.1/1

Docket: 1352904 - 51230
Item Nbr. 47
Page Nbr. 1



Date of Removal: 12/25/2011

FINAL DETERMINATION TO CLOSE
THE ALVORD, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE



Date of Posting 11/23/2011

Date of Removal 12/25/2011

FINAL DETERMINATION TO CLOSE
THE ALVORD, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE



Date of Posting: 11/23/2011

Date of Removal: 12/25/2011

FINAL DETERMINATION TO CLOSE
THE ALVORD, IA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE